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[File 350] **Derwent WPIX** 1963-2006/UD=200717

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6/5/1 (Item 1 from file: 2) Links

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**INSPEC**

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07001064 INSPEC Abstract Number: A9819-6130-026

**Title:** The use of the decyl esters of amino acid hydrochlorides as chiral dopants in the formation of amphiphilic cholesteric liquid crystals

**Author** Radley, K.; McLay, N.; Gicquel, K.

**Author Affiliation:** Dept. of Chem. & Biol. Sci., Huddersfield Univ., UK

**Journal:** Molecular Crystals and Liquid Crystals **Conference Title:** Mol. Cryst. Liq. Cryst. (Switzerland) vol.303 p. 1687-92

**Publisher:** Gordon & Breach,

**Publication Date:** 1997 **Country of Publication:** Switzerland

**CODEN:** MCLCE9 **ISSN:** 1058-725X

**SICI:** 1058-725X(1997)303L:1687:DEAA;1-8

**Material Identity Number:** D151-98008

**Conference Title:** 16th International Liquid Crystal Conference

**Conference Sponsor:** ALCOM; Samsung Electron.; Gordon & Breach; Office of Naval Res.; et al

**Conference Date:** 24-28 June 1996 **Conference Location:** Kent, OH, USA

**Language:** English **Document Type:** Conference Paper (PA); Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The decyl ester hydrochlorides of the amino acids serine, alanine, leucine, methionine and methyl cysteine are accessed as chiral dopants in amphiphilic cholesteric liquid crystal formation. The sense and magnitude of the induced helical twist is found to be dependent on the achiral host detergents, which were various alkyl-methyl ammonium bromide salts. The results are interpreted in terms of the trans and cis rotamers associated with the ester linkage. /sup 13/C-NMR is used to measure the rotamer populations. Each rotamer makes an opposite but an unequal contribution to the total twist. The results for the serine ester did not fit this interpretation completely. ( 10 Refs)

**Subfile:** A

**Descriptors:** chirality; cholesteric liquid crystals; materials preparation; molecular configurations; molecular orientation; nuclear magnetic resonance; rotational isomerism

**Identifiers:** decyl esters; amino acid hydrochlorides; chiral dopants; decyl ester hydrochlorides; serine; alanine; leucine; methionine; methyl cysteine; amphiphilic cholesteric liquid crystal formation; induced helical twist; achiral host detergents; alkyl-methyl ammonium bromide salts; trans rotamers; cis rotamers; ester linkage; /sup 13/C-NMR; rotamer populations

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures); A3520J (Molecular barrier heights (internal rotation, inversion); rotational isomerism, conformational dynamics); A3325 (Nuclear magnetic resonance and relaxation in molecules; nuclear quadrupole resonance (NQR)); A6116N (EPR and NMR determinations of structures); A7660 (Nuclear-magnetic-resonance and relaxation); A3520B (General molecular conformation and symmetry; stereochemistry); A8120 ( Other methods of preparation of materials)

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6/5/2 (Item 2 from file: 2) [Links](#)

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INSPEC

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06365933 INSPEC Abstract Number: A9620-6130-021

**Title:** Trans-cis diastereorotamerization in amphiphilic cholesteric liquid crystals

**Author** Radley, K.; McLay, N.; Lilly, G.J.

**Author Affiliation:** Dept. of Chem. & Biol. Sci., Univ. of Huddersfield, UK

**Journal:** Journal of Physical Chemistry vol.100, no.30 p. 12414-17

**Publisher:** ACS ,

**Publication Date:** 25 July 1996 **Country of Publication:** USA

**CODEN:** JPCHAX **ISSN:** 0022-3654

**SICI:** 0022-3654(19960725)100:30L:12414:TDAC;1-1

**Material Identity Number:** J027-96032

**U.S. Copyright Clearance Center Code:** 0022-3654/96/\$12.00

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Potassium hexadecanoyl-L-prolinate is investigated as a chiral dopant in the formation of amphiphilic cholesteric liquid crystals with several achiral hosts. When the host is potassium laurate, the sense of helical twist is positive. When the host is potassium dodecanoyl-DL-alanine or potassium tetradecanoyl-DL-alanine, the sense of helix twist is negative. The apparent reversal in the helical twist sense is explained in terms of trans and cis diastereorotamers formed by hindered rotation about the C-N amide link, /sup 13/C NMR is used to determine the relative populations of these diastereorotamers. The twisting powers of these trans and cis rotamers were calculated using /sup 13/C NMR population data to be -2000+or-200 and -250+or-20 cm/sup -1/, respectively. ( 29 Refs)

**Subfile:** A

**Descriptors:** cholesteric liquid crystals; isomerisation; molecular reorientation; nuclear magnetic resonance; rotational isomerism

**Identifiers:** amphiphilic cholesteric liquid crystals; chiral dopant; trans-cis diastereorotamerization; potassium hexadecanoyl-L-prolinate; achiral hosts; potassium laurate host; helical twist sense; potassium dodecanoyl-DL-alanine host; potassium tetradecanoyl-DL-alanine host; trans diastereorotamers; cis diastereorotamers; hindered rotation; C-N amide link ; /sup 13/C NMR; /sup 13/C NMR population data

**Class Codes:** A6130 (Liquid crystals); A8230Q (Isomerization and rearrangement); A7660 (Nuclear magnetic resonance and relaxation)

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6/5/3 (Item 3 from file: 2) [Links](#)

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06312138 **INSPEC Abstract Number:** A9616-6130-029

**Title:** Reversals in bulk chirality in a chiral nematic amphiphilic liquid crystal associated with acylated proline and thiaproline

**Author** Radley, K.; Lilly, G.J.; Patel, P.R.; Cheema, H.K.; Rais, Z.M.

**Author Affiliation:** Dept. of Chem. & Biological Sci., Huddersfield Univ., UK

**Journal:** Molecular Crystals and Liquid Crystals vol.268 p. 107-19

**Publisher:** Gordon & Breach ,

**Publication Date:** 1995 **Country of Publication:** Switzerland

**CODEN:** MCLCE9 **ISSN:** 1058-725X

**SICI:** 1058-725X(1995)268L:107:RBCC;1-G

**Material Identity Number:** D151-96005

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Chiral detergents derived from the acylation of naturally occurring amino acids have been synthesised. These detergents have been used as chiral dopants with the achiral host potassium laurate (KDD). A correspondence has been found between the molecular stereochemistry in the micelle surface and the resulting bulk chirality. The chiral dopants potassium hexadecanoyl-L-proline (L-KHDP) and potassium hexadecanoyl-L-thiaproline (L-KHDTP) with the host achiral KDD were found to cause inversions in the sense of the twist, abnormal to the general case. These inversions in sense of twist were interpreted as originating from the compensation averaging of the cis-trans molecular conformations, derived from the rotation of the constituents about the C-N peptide bond. NMR evidence is presented to support this assertion. ( 21 Refs)

**Subfile:** A

**Descriptors:** cholesteric liquid crystals; isomerism; nematic liquid crystals; nuclear magnetic resonance; organic compounds

**Identifiers:** bulk chirality reversal; chiral nematic amphiphilic liquid crystal; acylated proline; thiaproline; acylation; naturally occurring amino acids; achiral host potassium laurate; molecular stereochemistry; micelle surface; potassium hexadecanoyl-L-proline; potassium hexadecanoyl-L-thiaproline; compensation averaging; cis-trans molecular conformations; C-N peptide bond ; NMR

**Class Codes:** A6130 (Liquid crystals)

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6/5/4 (Item 4 from file: 2) **Links**

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05704183 **INSPEC Abstract Number:** A9416-6130-017

**Title:** Chiral ion binding in amphiphilic cholesteric liquid crystals

**Author** Radley, K.; Catt  y, H.

**Author Affiliation:** Dept. of Chem. & Phys. Sci., Huddersfield Univ., UK

**Journal:** Molecular Crystals and Liquid Crystals vol.226 p. 195-9

**Publication Date:** 1993 **Country of Publication:** UK

**CODEN:** MCLCA5 **ISSN:** 1058-725X

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The chirality in three amphiphilic cholesteric liquid crystal samples, prepared from three different detergents each synthesised from a chiral precursor with the S configuration is investigated. Diastereoisomers, resulting from the interaction of the D- and L-alanine enantiomers with the chiral micelle surface have been visualised by NMR. The sign of the optical rotation in each sample is determined using a polarizing microscope. Laser diffraction twist measurements are also made. Inversions in the headgroup and in the alanine enantiomers configuration in respect to chirality are discussed. ( 6 Refs)

**Subfile:** A

**Descriptors:** cholesteric liquid crystals; molecular orientation; nuclear magnetic resonance; optical rotation

**Identifiers:** amphiphilic cholesteric liquid crystals; chirality; diastereoisomers; chiral micelle surface; NMR; optical rotation; polarizing microscope; laser diffraction twist measurements

**Class Codes:** A6130G (Orientational order of liquid crystals in electric and magnetic fields); A7660 (Nuclear

magnetic resonance and relaxation)

6/5/5 (Item 5 from file: 2) [Links](#)

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05079665 **INSPEC Abstract Number:** A9205-7660-006

**Title:** Proton NMR ion binding studies of ethanol and the ethylammonium ion partially oriented in an amphiphilic nematic liquid crystal

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem. & Phys. Sci., Polytech. of Huddersfield, UK

**Journal:** Liquid Crystals vol.11, no.1 p. 83-91

**Publication Date:** Jan. 1992 **Country of Publication:** UK

**CODEN:** LICRE6 **ISSN:** 0267-8292

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The proton NMR spectra of ethanol and the ethylammonium ion have been investigated in an amphiphilic nematic liquid crystal mixed detergent system KDDG/TDTMABr. The binding of ethanol was found to be as equally strong with the cationic as with the anionic detergent. The ion binding for the ethylammonium ion was found to be the weakest with the cationic detergent. A multi-site ion binding model is suggested for the ethylammonium ion where the sites originate from orientational order rather than multicoordination. pH measurements eliminated the multi-species model and the continuous site model is eliminated because the three dipolar couplings of the ethyl ammonium ion do not move through zero simultaneously. ( 13 Refs)

**Subfile:** A

**Descriptors:** bonds (chemical); nematic liquid crystals; organic compounds; pH; proton magnetic resonance

**Identifiers:** ethanol binding; cationic detergent; proton NMR spectra; ethylammonium ion; amphiphilic nematic liquid crystal mixed detergent system; anionic detergent; ion binding; multi-site ion binding model; orientational order; pH measurements; dipolar couplings

**Class Codes:** A7660 (Nuclear magnetic resonance and relaxation); A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures)

6/5/6 (Item 6 from file: 2) [Links](#)

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04607081 **INSPEC Abstract Number:** A90061414

**Title:** The partial orientation of 2-amino-ethanol in a mixed detergent amphiphilic nematic liquid crystal

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals Letters Section vol.6, no.6 p. 211-16

**Publication Date:** 1989 **Country of Publication:** UK

**CODEN:** MCLLDZ **ISSN:** 0140-6566

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The proton NMR of 2-amino-ethanol is studied in a mixed detergent amphiphilic nematic liquid crystal. The resulting dipole coupling constants are interpreted in terms of a solute bridge between two detergent head groups in the anionic detergent and the single -OH group interacting with a detergent head group in the cationic detergent. ( 9 Refs)

**Subfile:** A

**Descriptors:** molecular orientation; nematic liquid crystals; organic compounds; proton magnetic resonance

**Identifiers:** partial orientation; 2-amino-ethanol; mixed detergent amphiphilic nematic liquid crystal; proton NMR; nematic liquid crystal; dipole coupling constants; solute bridge; detergent head groups; anionic detergent; cationic detergent

**Class Codes:** A6130G (Orientational order of liquid crystals in electric and magnetic fields); A7660 (Nuclear magnetic resonance and relaxation)

6/5/7 (Item 7 from file: 2) [Links](#)

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04607080 **INSPEC Abstract Number:** A90061413

**Title:** The /sup 11/B NMR investigation of ion binding of the borate ion in an amphiphilic micelle nematic liquid crystal

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals Letters Section vol.6; no.6 p. 203-9

**Publication Date:** 1989 **Country of Publication:** UK

**CODEN:** MCLLDZ **ISSN:** 0140-6566

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The borate ion is investigated in the mixed detergent amphiphilic nematic liquid crystal system based upon dodecyl- and decyl-trimethylammonium bromide and potassium dodecanoate using /sup 11/B NMR quadrupolar splittings. When the quadrupolar broadening is very large the /sup 11/B NMR triplet satellites are not observed. These results indicate the low symmetry structure BO/sub 3/sup 3-/ borate ion is present. ( 12 Refs)

**Subfile:** A

**Descriptors:** crystal binding; nematic liquid crystals; nuclear quadrupole resonance; organic compounds

**Identifiers:** doceyl-trimethylammonium bromide; ion binding; amphiphilic micelle nematic liquid crystal; nematic liquid crystal; decyl-trimethylammonium bromide; potassium dodecanoate; quadrupolar splittings; quadrupolar broadening; /sup 11/B NMR

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures); A7660G (Quadrupole resonance)

6/5/8 (Item 8 from file: 2) [Links](#)

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04596134 INSPEC Abstract Number: A90054063

**Title:** The reversal of the diamagnetic anisotropy in amphiphilic nematic liquid crystals using the aromatic counterions phenyl sulphonate and benzoate

**Author** Radley, K.; Tracey, A.S.; Tracey, M.M.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Liquid Crystals vol.6, no.6 p. 675-87

**Publication Date:** Dec. 1989 **Country of Publication:** UK

**CODEN:** LICRE6 **ISSN:** 0267-8292

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Proton NMR is used to investigate the inclusion of the phenylsulphonate and the benzoate ion as counterions in samples of amphiphilic nematic liquid crystals. When these aromatic counterions are substituted in sufficient amounts the sign of the diamagnetic anisotropy is reversed. The orientation parameters are also shown to be dependent upon the micelle shape, as well as the sign of the diamagnetic anisotropy. ( 24 Refs)

**Subfile:** A

**Descriptors:** magnetic anisotropy; molecular orientation; nematic liquid crystals; proton magnetic resonance

**Identifiers:** proton NMR; diamagnetic anisotropy; amphiphilic nematic liquid crystals; phenyl sulphonate; benzoate; aromatic counterions; orientation parameters; micelle shape

**Class Codes:** A6130G (Orientational order of liquid crystals in electric and magnetic fields); A7660 (Nuclear magnetic resonance and relaxation)

6/5/9 (Item 9 from file: 2) [Links](#)

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04501757 INSPEC Abstract Number: A89142936

**Title:** Nuclear electric hexadecapole coupling in the caesium cation

**Author** Tracey, A.S.; Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Liquid Crystals vol.6, no.3 p. 319-23

**Publication Date:** Sept. 1989 **Country of Publication:** UK

**CODEN:** LICRE6 **ISSN:** 0267-8292

**U.S. Copyright Clearance Center Code:** 0267-8292/89\$3.00

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Caesium NMR spectra of the caesium ion have been measured in a nematic lyotropic liquid-crystalline solution prepared from caesium decylsulphate/decanol/water. The contributions of an asymmetry parameter, a second order quadrupole coupling and a hexadecapole coupling to the spectra have been discussed. The NMR spectra was shown to be consistent with the occurrence of a hexadecapole interaction in the quadrupole split spectrum. The ratio  $\Delta \nu_Q / \Delta \nu_M = 1:0.0000034$  was obtained. ( 12 Refs)

**Subfile:** A

**Descriptors:** nematic liquid crystals; nuclear magnetic resonance; organic compounds

**Identifiers:** nuclear electric hexadecapole coupling; Cs NMR spectra; nematic lyotropic liquid-crystalline solution; caesium decylsulphate/decanol/water; asymmetry parameter; second order quadrupole coupling; hexadecapole interaction; quadrupole split spectrum

**Class Codes:** A7660 (Nuclear magnetic resonance and relaxation); A6130 (Liquid crystals )

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04490956 **INSPEC Abstract Number:** A89134706

**Title:** Ion binding of the organic counterion methyl phosphonate in amphiphilic micellar nematic liquid crystals

**Author** Radley, K.; Tracey, A.S.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Liquid Crystals vol.6, no.1 p. 75-81

**Publication Date:** July 1989 **Country of Publication:** UK

**CODEN:** LICRE6 **ISSN:** 0267-8292

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The  $^1\text{H}$  NMR of the methyl phosphonate ion has been used as a probe in the investigation of the reversal of the diamagnetic anisotropy in amphiphilic nematic liquid crystals. Three classes of aromatic counterion substitution have been investigated involving sodium and caesium decylsulphate and the aromatic counterions trimethylanilinium and anilinium. It was found that, in the absence of diamagnetic anisotropy considerations, in the trimethylanilinium/caesium decylsulphate system the signs of the  $^1\text{H}$  NMR dipolar couplings of the methyl phosphonate ion were reversed. This is explained in terms of ion binding and various degrees of protonation of the methyl phosphonate species. ( 16 Refs)

**Subfile:** A

**Descriptors:** diamagnetic properties of substances; magnetic anisotropy; nematic liquid crystals; organic compounds; proton magnetic resonance

**Identifiers:** sodium decylsulphate; organic counterion methyl phosphonate; amphiphilic micellar nematic liquid crystals;  $^1\text{H}$  NMR; probe; diamagnetic anisotropy; aromatic counterion substitution; caesium decylsulphate; trimethylanilinium; anilinium; diamagnetic anisotropy; trimethylanilinium/caesium decylsulphate system; dipolar couplings; ion binding; protonation

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures); A7660 (Nuclear magnetic resonance and relaxation); A6130G (Orientational order of liquid crystals in electric and magnetic fields); A7520C (Nonmetals)

6/5/11 (Item 11 from file: 2) [Links](#)

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04466430 INSPEC Abstract Number: A89119840

**Title:** The ion binding of dimethyl tin in an amphiphilic micelle nematic liquid crystal phase

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals Letters Section vol.6, no.5 p. 131-8

**Publication Date:** 1989 **Country of Publication:** UK

**CODEN:** MCLLDZ **ISSN:** 0140-6566

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The prompt NMR of the dimethyl tin ion is studied in an amphiphilic nematic liquid crystal where the samples are based on phase samples prepared from mixtures of the detergents potassium dodecanoyl-glycinate KDDG and tetradecyltrimethyl-ammonium bromide TDTABr. The two site models used to describe alkali metal ion ion binding cannot be applied in this case. The dimethyl tin ion has small degrees of orientation in the cationic detergent which extrapolate to zero in the anionic detergent. The detergent dependence of the dipole coupling constants ratio is interpreted in terms of a bent bromo negatively charged ion giving way to a linear hydroxyl negatively charged ion. ( 10 Refs)

**Subfile:** A

**Descriptors:** molecular nuclear coupling; nematic liquid crystals; organometallic compounds; proton magnetic resonance

**Identifiers:** ion binding; dimethyl tin; amphiphilic micelle nematic liquid crystal phase ; prompt NMR; potassium dodecanoyl-glycinate; tetradecyltrimethyl-ammonium bromide; orientation; cationic detergent; anionic detergent; detergent dependence; dipole coupling constants ratio; bent bromo negatively charged ion; linear hydroxyl negatively charged ion

**Class Codes:** A3325F (Nuclear spin interactions, quadrupole effects and nuclear coupling) ; A6130 (Liquid crystals)

6/5/12 (Item 12 from file: 2) [Links](#)

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03692141 INSPEC Abstract Number: A86081895

**Title:** A proton NMR study of partially oriented phenylsulphonate in various amphiphilic nematic liquid crystals

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals vol.133, no.3-4 p. 291-6

**Publication Date:** 1986 **Country of Publication:** UK

**CODEN:** MCLCA5 **ISSN:** 0026-8941

**U.S. Copyright Clearance Center Code:** 0026-8941/86/1334-0291/\$15.00/0

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Preliminary proton NMR studies have been made on the partially oriented phenylsulphonate ion (present as the counterion) in various amphiphilic nematic phases. The changes in the sign of the degree of orientation of the

phenylsulphonate ion are consistent with the micelle structure and the sign of the diamagnetic anisotropy of the various phases. ( 15 Refs)

**Subfile:** A

**Descriptors:** diamagnetic properties of substances; molecular orientation; nematic liquid crystals; organic compounds; proton magnetic resonance

**Identifiers:** proton NMR; partially oriented phenylsulphonate; amphiphilic nematic liquid crystals; counterion; micelle structure; diamagnetic anisotropy

**Class Codes:** A6130G (Orientational order of liquid crystals in electric and magnetic fields); A7660 (Nuclear magnetic resonance and relaxation)

6/5/13 (Item 13 from file: 2) [Links](#)

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03683593 **INSPEC Abstract Number:** A86075868

**Title:** A proton NMR study of the methyl phosphonate ion in an amphiphilic nematic liquid crystal, when the sign of the diamagnetic anisotropy changes

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals vol.132, no.3-4 p. 245-54

**Publication Date:** 1986 **Country of Publication:** UK

**CODEN:** MCLCA5 **ISSN:** 0026-8941

**U.S. Copyright Clearance Center Code:** 0026-8941/86/1324-0245/\$15.00/0

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** An abrupt change in the proton NMR dipolar couplings in methylphosphate and phenylsulphonate ions is induced in an amphiphilic nematic liquid crystal by the inclusion of the phenylsulphonate ion as the counterion. It is concluded these sign changes are due to a corresponding change in the sign of the diamagnetic anisotropy induced by the aromatic character of the phenylsulphonate ion, and not necessarily ion binding. ( 13 Refs)

**Subfile:** A

**Descriptors:** diamagnetic properties of substances; molecular orientation; nematic liquid crystals; organic compounds; proton magnetic resonance

**Identifiers:** proton magnetic resonance; PMR; nuclear magnetic resonance; molecular orientation; NMR study; methyl phosphonate ion; amphiphilic nematic liquid crystal; diamagnetic anisotropy; dipolar couplings; phenylsulphonate ions; aromatic character

**Class Codes:** A6130G (Orientational order of liquid crystals in electric and magnetic fields); A7660 (Nuclear magnetic resonance and relaxation)

6/5/14 (Item 14 from file: 2) [Links](#)

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03598482 INSPEC Abstract Number: A86025658

**Title:** A vanadium-51 nuclear magnetic resonance investigation of vanadate oxyanions in a lyotropic liquid crystalline bilayer system

**Author** Tracey, A.S.; Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Canadian Journal of Chemistry vol.63, no.8 p. 2181-4

**Publication Date:** Aug. 1985 **Country of Publication:** Canada

**CODEN:** CJCHAG **ISSN:** 0008-4042

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The vanadate ion  $\text{VO}_4^{3-}$  and two of its polymeric forms contained in mixed lyotropic mesophase prepared from potassium dodecanoate/n-alkyltrimethylammonium bromide in water have been investigated by  $^{51}\text{V}$  nuclear magnetic resonance spectroscopy. The results indicate that the tetrahedral ion interacts with the micellar surface through the hydrating water associated with this ion. The ion undergoes strong interactions with the carboxylate headgroup of the dodecanoate as well as with the headgroup of the alkyltrimethylammonium detergent, which of course is of opposite charge. The other two species investigated have previously been assigned by various workers to  $\text{V}_2\text{O}_7^{4-}$  and its cyclic dimer  $\text{V}_4\text{O}_{12}^{4-}$ . The results obtained are not consistent with those assignments but rather with more symmetrical compounds such as the tetrahedral uncharged molecule  $\text{V}_4\text{O}_{10}$  and a higher analogue of this, respectively. The NMR spectra from these latter species show that they undergo, at best, extremely weak interactions with the cationic surface but strong interactions with an anionic one. The behaviour of the quadrupole splittings observed is consistent with specific interactions to the carboxylate moiety. The observation of an induced chemical shift separation between vanadium resonances from the same highly symmetric species confirms that binding of this compound is very strong. ( 15'Refs)

**Subfile:** A

**Descriptors:** chemical shift; nuclear magnetic resonance; quadrupole moments; vanadium compounds

**Identifiers:** anionic surface; lyotropic liquid crystalline bilayer system;  $\text{VO}_4^{3-}$ ; polymeric forms;  $^{51}\text{V}$  nuclear magnetic resonance spectroscopy; tetrahedral ion; micellar surface; hydrating water; NMR; weak interactions; cationic surface; strong interactions; quadrupole splittings; carboxylate moiety; induced chemical shift separation; binding

**Class Codes:** A3325D (Chemical shifts); A3325F (Nuclear spin interactions, quadrupole effects and nuclear coupling); A7660C (Chemical and Knight shifts)

6/5/15 (Item 15 from file: 2) [Links](#)

Fulltext available through: [USPTO Full Text Retrieval Options](#)

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03560751 INSPEC Abstract Number: A86002692

**Title:** A binary nematic lyotropic mesophase in the decylammonium bromide/ $\text{D}_2\text{O}$  amphiphilic system

**Author** Radley, K.; Tracey, A.S.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals Letters Section vol.1, no.3-4 p. 95-103

**Publication Date:** 1985 **Country of Publication:** UK

**CODEN:** MCLLDZ **ISSN:** 0140-6566

**U.S. Copyright Clearance Center Code:** 0140-6566/85/0103-0095\$15.00/0

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** A binary lyotropic nematic phase is reported for the detergent system of decylammonium bromide with D/sub 2/O. Deuterium NMR spectroscopy and polarizing microscopy were used to investigate the system. The nematic phase was found to have a disk shaped micelle structure with negative diamagnetic anisotropy. ( 11 Refs)

**Subfile:** A

**Descriptors:** diamagnetic properties of substances; magnetic anisotropy; nematic liquid crystals; nuclear magnetic resonance; optical microscopy; organic compounds

**Identifiers:** D NMR; binary nematic lyotropic mesophase; decylammonium bromide/D/sub 2/O amphiphilic system; detergent; polarizing microscopy; disk shaped micelle structure; negative diamagnetic anisotropy

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures); A6130G (Orientational order of liquid crystals in electric and magnetic fields); A7520C (Nonmetals); A7660 (Nuclear magnetic resonance and relaxation)

6/5/16 (Item 16 from file: 2) [Links](#)

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03450168 **INSPEC Abstract Number:** A85060521

**Title:** Effects of composition on cholesteric behavior in the lyotropic mesophase system of potassium N-dodecanoyl-L-alaninate

**Author** Tracey, A.S.; Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Journal of Physical Chemistry vol.88, no.24 p. 6044-8

**Publication Date:** 22 Nov. 1984 **Country of Publication:** USA

**CODEN:** JPCHAX **ISSN:** 0022-3654

**U.S. Copyright Clearance Center Code:** 0022-3654/84/2088-6044\$01.50/0

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Cholesteric behavior in the lyotropic liquid-crystalline system of potassium N-dodecanoyl-L-alaninate has been investigated by nuclear magnetic resonance spectroscopy and by laser diffraction. The effects of amphiphile, decanol, and electrolyte concentration have been investigated. Increase in amphiphile concentration caused a marked increase in twist, while increase in decanol content caused the twist to decrease, a result also obtained for increase in electrolyte content. The head-group orientation, like the twist, was very sensitive to composition. The relationship between these two parameters was, moreover, linear except in the case of the lower decanol concentrations. It is suggested that the relationship between these parameters is a result of the occurrence of an optimum micellar size. A change in the amphiphilic or decanol concentration then causes the total number of micelles to vary. A change in composition modifies head group to head group interactions, causing a change in head-group orientation. This in turn causes a change in shape of the micelle, leading to a modification of intermicellar interactions and thus a different twist. Alkali ion quadrupole splittings were found to follow the head-group splittings, maintaining a constant proportionality between the various sets of data. ( 12 Refs)

**Subfile:** A

**Descriptors:** cholesteric liquid crystals; liquid crystals; organic compounds

**Identifiers:** composition effects; alkali ion; cholesteric behavior; lyotropic mesophase system; potassium N-dodecanoyl-L-alaninate; nuclear magnetic resonance spectroscopy; laser diffraction; amphiphile; decanol; electrolyte concentration; twist; head-group orientation; micellar size; intermicellar interactions

**Class Codes:** A6130 (Liquid crystals)

6/5/17 (Item 17 from file: 2) [Links](#)

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03431962 **INSPEC Abstract Number:** A85048432

**Title:** A smectic-A type lamellar amphiphilic lyotropic liquid crystal phase

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals Letters vol.102, no.10 p. 317-24

**Publication Date:** 1984 **Country of Publication:** UK

**CODEN:** MCLCA5 **ISSN:** 0140-6566

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Preliminary polar micrographic studies suggest in the binary cesium perfluoro-octanoate/heavy water system more than one smectic type phase exists in the lamellar region. The lamellar phase on the low water side of the nematic was examined and from the micrographic textures it is suggested the structure of the phase is related to the classical thermotropic smectic-A S/sub A/ mesophase. ( 9 Refs)

**Subfile:** A

**Descriptors:** caesium compounds; heavy water; organic compounds; smectic liquid crystals

**Identifiers:** D/sub 2/O; amphiphilic lyotropic liquid crystal; polar micrographic studies ; cesium perfluoro-octanoate/heavy water system; lamellar phase; thermotropic smectic-A S/sub A/ mesophase

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures)

6/5/18 (Item 18 from file: 2) [Links](#)

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INSPEC

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03362888 **INSPEC Abstract Number:** A85007179

**Title:** A new lyotropic liquid crystal phase

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals Letters vol.102, no.6-7 p. 199-206

**Publication Date:** 1984 **Country of Publication:** UK

**CODEN:** MCLCA5 **ISSN:** 0140-6566

**U.S. Copyright Clearance Center Code:** 0140-6566/84/1026-0199\$15.00/0

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** A new lyotropic liquid crystal phase type has been identified using the polarizing microscope. The phase lies in a region between the nematic and the classical hexagonal. It is suggested the structure of the phase is related to the thermotropic smectic-A mesophase. ( 8 Refs)

**Subfile:** A

**Descriptors:** liquid crystals

**Identifiers:** lyotropic liquid crystal phase; polarizing microscope; structure; thermotropic smectic-A mesophase

**Class Codes:** A6130 (Liquid crystals)

6/5/19 (Item 19 from file: 2) [Links](#)

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INSPEC

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03309099 **INSPEC Abstract Number:** A84092088

**Title:** Birefringence measurements in lyotropic nematic phases

**Author** Radley, K.

**Author Affiliation:** Dept. of Chem., Simon Fraser Univ., Burnaby, BC, Canada

**Journal:** Molecular Crystals and Liquid Crystals Letters vol.102, no.4 p. 113-18

**Publication Date:** 1984 **Country of Publication:** UK

**CODEN:** MCLCA5 **ISSN:** 0140-6566

**U.S. Copyright Clearance Center Code:** 0140-6566/84/1024-0113\$18.50/0

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** Birefringence measurements have been made on lyotropic nematic phases prepared from the detergent tetradecyltrimethylammonium bromide. Assignments for the sign of the birefringence of the nematic disk and cylindrical phases of both positive and negative diamagnetic anisotropy have been made. It is suggested the classification of lyotropic nematic phases, based on the sign of the diamagnetic anisotropy or any other physical parameter, should be dropped. Classification should be in terms of thermodynamic properties, i.e. micelle structure. ( 12 Refs)

**Subfile:** A

**Descriptors:** birefringence; diamagnetic properties of substances; magnetic anisotropy; nematic liquid crystals; organic compounds; thermodynamic properties

**Identifiers:** lyotropic nematic phases; tetradecyltrimethylammonium bromide; birefringence; cylindrical phases; diamagnetic anisotropy; thermodynamic properties; micelle structure

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures); A6550 (Thermodynamic properties and entropy); A7520C (Nonmetals); A7820F (Birefringence)

6/5/20 (Item 20 from file: 2) [Links](#)

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02677741 INSPEC Abstract Number: A81046997

**Title:** On the relationship between the micellar structure and the diamagnetic anisotropy of amphiphilic nematic mesophases

**Author** Boden, N.; Radley, K.; Holmes, M.C.

**Author Affiliation:** Dept. of Phys. Chem., Univ. of Leeds, Leeds, UK

**Journal:** Molecular Physics vol.42, no.2 p. 493-6

**Publication Date:** 10 Feb. 1981 **Country of Publication:** UK

**CODEN:** MOPHAM **ISSN:** 0026-8976

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The structural and dynamical properties of amphiphilic nematic mesophases are currently intriguing the colloid scientists. These mesophases have been classified as type I or type II according to whether they possess, respectively, positive or negative diamagnetic anisotropies ( $\Delta\chi = \chi_{\parallel} - \chi_{\perp}$ ). Statements in a number of recent papers suggest that this result has been taken to be of general applicability. The binary system caesium perfluorooctanoate/water forms a nematic phase which exists between a smectic lamellar phase and an isotropic micellar solution: it is diamagnetically positive and yet consists of disk shaped micelles. This is a direct contradiction of the above rule. It would seem possible to change the sign of the mesophase diamagnetic anisotropy, without any concomitant changes in micellar structure, by solubilizing suitable molecules into the micelles. The authors report the results of a preliminary study which show that this is indeed possible. They proceed to show that it is quite easy to engineer all possible combinations of micellar structure and mesophase diamagnetism. ( 20 Refs)

**Subfile:** A

**Descriptors:** colloids; nematic liquid crystals; organic compounds; water

**Identifiers:** micellar structure; dynamical properties; amphiphilic nematic mesophases; negative diamagnetic anisotropies; caesium perfluorooctanoate/water; nematic phase; smectic lamellar phase; isotropic micellar solution; disk shaped micelles; mesophase diamagnetic anisotropy; mesophase diamagnetism

**Class Codes:** A6130C (Microstructure theory of liquid crystals (continuum, swarm theories)); A8270D (Colloids)

6/5/21 (Item 21 from file: 2) [Links](#)

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02227156 INSPEC Abstract Number: A78063846

**Title:** Cholesteric states of micellar solutions

**Author** Radley, K.; Saupe, A.

**Author Affiliation:** Liquid crystal Inst., Kent State Univ., Kent, OH, USA

**Journal:** Molecular Physics vol.35, no.4 p. 1405-12

**Publication Date:** May 1978 **Country of Publication:** UK

**CODEN:** MOPHAM **ISSN:** 0026-8976

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The effects of optically active compounds on amphiphilic nematics are reported. The following systems

have been studied: (1) caesium decylsulphate, decanol, water plus tartaric acid; (2) ammonium decylsulphate, ammonium sulphate, decanol, water plus brucine sulphate; and (3) decylammonium chloride, water plus cholesterol. Phase transitions to cholesteric states are induced by the optically active compounds in all systems. Brucine sulphate has the highest twisting power; tartaric acid the lowest. The results are analysed on the basis of intermolecular interactions and an explanation is proposed for the observed differences in twisting power. ( 10 Refs)

**Subfile:** A

**Descriptors:** liquid crystal phase transformations; nematic liquid crystals

**Identifiers:** micellar solutions; optically active compounds; amphiphilic nematics; cholesteric states; twisting power; intermolecular interactions; liquid crystal phase transition

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures); A6470M (Transitions in liquid crystals)

6/5/22 (Item 22 from file: 2) [Links](#)

Fulltext available through: [USPTO Full Text Retrieval Options](#)

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02203663 INSPEC Abstract Number: A78051410

**Title:** The structure of lyotropic nematic decylammoniumchloride and bromide systems by PMR of monomethyltin complexes and by microscopic studies

**Author** Radley, K.; Saupe, A.

**Author Affiliation:** Liquid Crystal Inst., Kent State Univ., Kent, OH, USA

**Journal:** Molecular Crystals and Liquid Crystals vol.44, no.3-4 p. 227-35

**Publication Date:** 1978 **Country of Publication:** UK

**CODEN:** MCLCA5 **ISSN:** 0026-8941

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The PMR spectrum of methyltintrichloride in aqueous micellar solutions of decylammonium-chloride and KCl, and of decylammoniumbromide and KBr was investigated. The large scalar SnH couplings of 134.0 Hz and 130.2 Hz respectively indicate the formation of six coordination complexes  $\text{CH}/\text{sub } 3/\text{SnCl}/\text{sub } 5/\text{sup } --/$  and  $\text{CH}/\text{sub } 3/\text{SnBr}/\text{sub } 5/\text{sup } --/$  in the micellar solutions, but the geometrical structure of the  $\text{CH}/\text{sub } 3/\text{Sn}$  moiety is little affected by the complex formation. The complexes orient with their symmetry axis preferably parallel to the nematic axis. In microscopic studies on selected mixtures a reversible first order phase transition was observed between nematic and isotropic micellar solution at about 45 degrees C and a reversible transition between a lamellar smectic phase and the nematic phase at about 30 degrees C that appears to be of second order. The optical observations and the orientation of the methyltin complex indicate that the nematic solutions have micelles of a bilayer structure. ( 7 Refs)

**Subfile:** A

**Descriptors:** liquid crystal phase transformations; molecular orientation; nematic liquid crystals; organic compounds; proton magnetic resonance

**Identifiers:** decylammoniumchloride; PMR; monomethyltin complexes; microscopic studies; aqueous micellar solutions; decylammoniumbromide; scalar SnH couplings; coordination complexes; geometrical structure; reversible first order phase transition; lamellar smectic phase; orientation; bilayer structure; lyotropic nematic liquid crystal

**Class Codes:** A6130E (Experimental determinations of smectic, nematic, cholesteric, and lyotropic structures);



A7660 (Nuclear magnetic resonance and relaxation)

6/5/23 (Item 23 from file: 2) [Links](#)

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INSPEC

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01997307 INSPEC Abstract Number: A77003387

**Title:** The measurement of proton-proton dipolar coupling for the ammonium ion using high resolution NMR

**Author** Radley, K.; Saupe, A.

**Author Affiliation:** Liquid Crystal Inst., Kent State Univ., Kent, OH, USA

**Journal:** Molecular Physics vol.32, no.4 p. 1167-9

**Publication Date:** Oct. 1976 **Country of Publication:** UK

**CODEN:** MOPHAM **ISSN:** 0026-8976

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** General, Review (G)

**Abstract:** Magnetic resonance spectra in nematic solutions of rigid molecules or ions that have tetrahedral symmetry like the ammonium ion show line splittings due to small orientation effects. They are due to distortions of the molecules or ions in the anisotropic medium that lower the symmetry. The ratio of the direct coupling constants  $N_{\text{H}}/H$  and  $H-H$  is to a good approximation independent of the magnitude of the distortion but has different values for different symmetries. Comparing experimental ratios with calculated values may allow certain conclusions on the kind of distortions that actually occur. The value of the  $H-H$  coupling of the ammonium ion is directly determined by resolving the corresponding splitting and an accurate value for the ratio is obtained. ( 12 Refs)

**Subfile:** A

**Descriptors:** ammonium compounds; molecular nuclear coupling; molecular orientation; nuclear magnetic resonance

**Identifiers:** high resolution NMR; nematic solutions; rigid molecules; tetrahedral symmetry; line splittings; orientation effects; direct coupling constants; proton proton dipolar coupling;  $N_{\text{H}}/H$ ; molecule distortions;  $H-H$  coupling

**Class Codes:** A3325F (Nuclear spin interactions, quadrupole effects and nuclear coupling) ; A7660 (Nuclear magnetic resonance and relaxation)

6/5/24 (Item 24 from file: 2) [Links](#)

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01710743 INSPEC Abstract Number: A75004207

**Title:** Studies of membrane processes. VI. Monatomic ions in the electrical double layer

**Author** Chen, D.M.; Radley, K.; Reeves, L.W.

**Author Affiliation:** Univ. Waterloo, Ont., Canada

**Journal:** Journal of the American Chemical Society vol.96, no.16 p. 5251-4

**Publication Date:** 7 Aug. 1974 **Country of Publication:** USA  
**CODEN:** JACSAT **ISSN:** 0002-7863

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** For pt.V see *ibid.*, vol.96, 5350, 1974. Systematic variations in compositions of alkali metal ions in the aqueous region are reported with simultaneous measurement of nuclear quadrupole splittings for several nuclei in the same homogeneously oriented edl. ( 23 Refs)

**Subfile:** A

**Descriptors:** alkali metals; membranes; nuclear quadrupole resonance

**Identifiers:** membrane processes; monatomic ions; electrical double layer; aqueous region ; nuclear quadrupole splittings; alkali metal ions

**Class Codes:** A8265F (Film and membrane processes; ion exchange; dialysis; osmosis, electro-osmosis)

6/5/25 (Item 25 from file: 2) [Links](#)

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01270249 **INSPEC Abstract Number:** A71044408

**Title:** Solvent isotope effects on the chemical shifts of complex fluoro ions in H/sub 2/O and D/sub 2/O solutions

**Author** Radley, K.; Reeves, L.W.

**Author Affiliation:** Univ. Waterloo, Ont., Canada

**Journal:** Journal of Chemical Physics vol.54, no.10 p. 4509-10

**Publication Date:** 15 May 1971 **Country of Publication:** USA  
**CODEN:** JCPSA6 **ISSN:** 0021-9606

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** An isotope effect on chemical shifts measured in NMR studies may be defined as the change in the chemical shift of an observed nucleus when isotopic substitution is made in another part of the molecule or in the solvent environment. It appeared interesting, since the inclusion of water in the inner coordination sphere of the complex ion is fairly well established, to investigate the solvent isotope effect on the <sup>19</sup>F chemical shift at infinite dilution. This has led to a broader survey of infinite dilution isotope shifts between H/sub 2/O/D/sub 2/O systems for a series of ions. Chemical shifts were measured with respect to an external trifluoroacetic acid reference; the differences in bulk susceptibility correction between D/sub 2/O and H/sub 2/O are negligible. ( 13 Refs)

**Subfile:** A

**Descriptors:** chemical shift; fluorine; isotope effects; nuclear magnetic resonance; nuclei with 6<or=A<or=19; water

**Identifiers:** solvent isotope shifts; chemical shifts; H/sub 2/O; D/sub 2/O; solutions; complex fluoro ions; NMR; <sup>19</sup>F

**Class Codes:** A7660 (Nuclear magnetic resonance and relaxation)

6/5/26 (Item 1 from file: 35) [Links](#)

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01882940 ORDER NO: AADAA-INQ67007

**First Canadian Division, C.E.F., 1914--1918: Ducimus (We lead)**

**Author: Radley, Kenneth**

**Degree: Ph.D.**

**Year: 2000**

**Corporate Source/Institution: Carleton University (Canada) ( 0040 )**

**Adviser: S. F. Wise**

**Source: Volume 6304A of Dissertations Abstracts International.**

**PAGE 1500 . 441 PAGES**

**Descriptors: HISTORY, CANADIAN**

**Descriptor Codes: 0334**

**ISBN: 0-612-67007-4**

1<sup>st</sup> Canadian Division served on the Western Front from 1914&ndash;1918, participating in the major battles of Second Ypres, Festubert, Mount Sorrel, the Somme, Vimy, Hill 70, the Second Battle of Passchendaele, Amiens, Drocourt-Queant and Canal du Nord. This dissertation has provided the first discrete account of its record and attributes, together with an assessment as to how and why it gained renown, finally becoming, in one General Officer's words, &ldquo;the wonder of the British Army.&rdquo; The dissertation claims originality based upon the questions it raises, the forgotten aspects of the division's history that it reveals and its definition of the realities of the division's existence during the Great War.

Thesis objectives are fourfold. The first was to provide an appropriate perspective by setting 1<sup>st</sup> Division within the context of the order of battle: it was one of four divisions in the Canadian Corps, which was one of 23 corps fielded by the Empire. The second was to ensure that the substantial British contribution to Canadian skill at arms is recognized. The third was to portray 1<sup>st</sup> Division and its performance accurately using Canadian military terminology, values and culture. The fourth objective was to focus attention on the brigade commanders of 1<sup>st</sup> Division. Their substantial contributions have gone largely unrecognized.

The thesis of this dissertation is that 1<sup>st</sup> Division became a good division. The aim is to show that what made it good, that is to say what took it from raw militia to a good fighting formation was competent command and control, thorough staff work and good training. The primary conclusion is that 1<sup>st</sup> Division consistently performed as a good, that is to say an effective division.

6/5/27 (Item 2 from file: 35) [Links](#)

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540391 ORDER NO: NOT AVAILABLE FROM UNIVERSITY MICROFILMS INT'L.

**STUDIES OF MIDDLE SOAP NEMATIC PHASES BY NUCLEAR MAGNETIC RESONANCE METHODS.**

**Author: RADLEY, KEITH**

**Degree: PH.D.**

**Year: 1975**

**Corporate Source/Institution: UNIVERSITY OF WATERLOO (CANADA) ( 1141 )**

**Source: Volume 3605B of Dissertations Abstracts International.**

PAGE 2250 .

**Descriptors:** CHEMISTRY, PHYSICAL

**Descriptor Codes:** 0494

6/5/28 (Item 1 from file: 99) [Links](#)

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Wilson Appl. Sci & Tech Abs

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1571326 **H.W. Wilson Record Number:** BAST97058152

**Decyl ester hydrochloride of alanine as a chiral dopant in the formation of amphiphilic cholesteric liquid crystals**

**Radley, K ; McLay, N; Gicquel, K**

The Journal of Physical Chemistry B v. 101 (Sept. 18 '97) p. 7404-7

**Document Type:** Feature Article **ISSN:** 1089-5647 **Language:** English **Record Status:** Corrected or revised record

**Abstract:** The decyl ester hydrochloride of the amino acid alanine is accessed as a chiral dopant in amphiphilic cholesteric liquid crystal formation. The achiral host detergents are alkylmethylammonium halides. The sense and magnitude of the induced helix is found to be dependent on the achiral host detergent. In the achiral host detergent tetradecyltrimethylammonium bromide (TDTMABr) the sense of the helical twist is found to be positive, while in the other hosts the sense of the helical twist is found to be negative. These results were interpreted in terms of the trans and cis rotamers associated with the ester linkage. <sup>13</sup>C NMR is used to measure the rotamer populations. Each rotamer is thought to make an opposite but unequal contribution to the total twist. Copyright 1997, American Chemical Society.

**Descriptors:** Nematic liquid crystals--Optical properties ; Alanine--Derivatives; Single helix structure ;

6/5/29 (Item 2 from file: 99) [Links](#)

Fulltext available through: [American Chemical Society](#) [USPTO Full Text Retrieval Options](#)

Wilson Appl. Sci & Tech Abs

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1154832 **H.W. Wilson Record Number:** BAST94023403

**An inversion in the chirality in an amphiphilic cholesteric liquid crystal where the chiral dopant is the chloride of the decyl ester of L-proline**

**Radley, Keith ; McLay, Neil**

The Journal of Physical Chemistry v. 98 (Mar. 24 '94) p. 3071-2

**Document Type:** Feature Article **ISSN:** 0022-3654 **Language:** English **Record Status:** New record

**Abstract:** The chloride of the decyl ester of L-proline has been used as a chiral dopant where the achiral host detergent was tetradecyltrimethylammonium bromide. The twist and the sense of the helix were measured as a function of the chiral dopant concentration, using the fingerprint texture and Grandjean planes observed under a polarizing microscope. The magnitude of the twist as a function of the chiral dopant concentration initially rose and fell, while the sense of helix was positive. At about 10 the twist magnitude passed through zero, and then with

increasing amounts of the chiral dopant the sense of the helix became negative. This inversion in the twist sense is thought to be due to a concentration-dependent distribution of the cis and trans molecular rotamers derived from rotation around the >CH-CO<sub>2</sub>- bond. The existence of cis and trans rotamers is confirmed using <sup>13</sup>C NMR. Copyright 1994, American Chemical Society.

**Descriptors:** Chirality; Nematic liquid crystals; Single helix structure ;

6/5/30 (Item 3 from file: 99) [Links](#)

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Wilson Appl. Sci & Tech Abs

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0609316 **H.W. Wilson Record Number:** BAST85043632

**Binding interactions of tetrahedral ions in aqueous surfactant solution**

**Radley, Keith ; Tracey, Alan S**

The Journal of Physical Chemistry v. 89 (June 6 '85) p. 2657-61

**Document Type:** Feature Article **ISSN:** 0022-3654 **Language:** English **Record Status:** New record

**Descriptors:** Ion pairs; Solution (Chemistry); Surfactants ;

6/5/31 (Item 1 from file: 350) [Links](#)

Derwent WPIX

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0014450907 *Drawing available*

WPI Acc no: 2004-641893/200462

XRPX Acc No: N2004-507641

**Internet customer advancing method for commerce of goods and services, involves providing webpage with display of segregated content of higher interest level and link to each webpage, and directing customer to higher level**

Patent Assignee: BRIA F H (BRIA-I); RADLEY K C (RADL-I)

Inventor: **BRIA F H; RADLEY K C**

Patent Family ( 1 patents, 1 countries )

Patent Number	Kin d	Date	Application Number	Kin d	Date	Update	Typ e
US 20040167828	A1	20040826	US 2002411325	P	20020917	200462	B
			US 2003667272	A	20030916		

Priority Applications (no., kind, date): US 2002411325 P 20020917; US 2003667272 A 20030916

Patent Details

Patent Number	Kind	Lang	Pgs	Draw	Filing Notes
---------------	------	------	-----	------	--------------

US 20040167828	A1	EN	14	7	Related to Provisional	US 2002411325
----------------	----	----	----	---	------------------------	---------------

#### Alerting Abstract US A1

**NOVELTY** - The method involves creating a website of interest accessible by an internet customer. The website has a webpage with a display of segregated content representing a choice of multiple stages of higher interest level and a link to each webpage. The customer is directed to a customer-selected stage of higher level through the link to the associated webpage that has content satisfying the customer at the next stage.

**USE** - Used for progressively advancing a customer through an internet having websites at which commerce is done for goods and services.

**ADVANTAGE** - The method develops and implements a business or commerce strategy to improve helping customers learn about the products or services offered by a business and advance the customers to higher levels of market interest. The method offers the customer more information that assists the customer to make a market decision, thus discouraging the customer from retreating to a lower level of interest. The method provides information in a more effective manner such that more interest is achieved in the customer and that customers who want to buy can make a purchase easily and quickly.

**DESCRIPTION OF DRAWINGS** - **DESCRIPTION OF DRAWING** - The drawing shows an illustration of a business method.

**Title Terms /Index Terms/Additional Words:** CUSTOMER; ADVANCE; METHOD; GOODS; SERVICE; DISPLAY; SEGREGATE; CONTENT; HIGH; INTEREST; LEVEL; LINK; DIRECT

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

US Classification, Issued: 705027000

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-N01A2A; T01-N03A1

6/5/32 (Item 2 from file: 350) [Links](#)

Derwent WPIX

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0007565588

WPI Acc no: 1996-180995/199619

XRAM Acc no: C1996-057137

XRPX Acc No: N1996-152109

**Lighter-than-air balloon for packaging for light wt. w.r.t. nylon - comprises flexible film material of**

**polyethylene polyterephthalate, polyvinyl alcohol, a moisture impenetrable metal layer and an adhesive**  
 Patent Assignee: RHONE POULENC INC (RHON); TERPHANE INC (TERP-N)  
 Inventor: BRIA F H; PLATTA V A; WOOD D C; WOOD R C

Patent Family ( 3 patents, 19 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
EP 705757	A1	19960410	EP 1995307096	A	19951006	199619	B
CA 2160079	A	19960408	CA 2160079	A	19951006	199632	E
US 5882747	A	19990316	US 1994320623	A	19941007	199918	E
			US 1996667892	A	19960621		

Priority Applications (no., kind, date): US 1996667892 A 19960621; US 1994320623 A 19941007

#### Patent Details

Patent Number	Kind	La	Pg	Draw	Filing Notes	
EP 705757	A1	EN	7	0		
Regional Designated States, Original	AT BE CH DE DK ES FR GB GR IE IT LI LU MC NL PT SE					
CA 2160079	A	EN				
US 5882747	A	EN			Continuation of application	US 1994320623

#### Alerting Abstract EP A1

A lighter than air balloon is constructed from a flexible film material which has coated on its interior or exterior surface(s):

- (a) a barrier material which is not a pure metal, and which has:
  - (b) an oxygen transmission rate of less than 0.5 cm<sup>3</sup>/100 in<sup>2</sup>/24 hr. at 75 (deg) F., 65% relative humidity.
- The balloon is able to float when inflated with a lighter than air gas.

Also claimed are:

- (i) a lighter-than-air balloon constructed from a laminar material; and
- (ii) a process for making a balloon.

USE - The material is useful for the manufacture of balloons and in food and beverage packaging.

ADVANTAGE - The material is lighter than nylon on a per unit area basis, produced from inexpensive raw materials and can float for extended periods of time.

**Title Terms /Index Terms/Additional Words:** LIGHTER-THAN-AIR; BALLOON; PACKAGE; LIGHT; WEIGHT; NYLON; COMPRISE; FLEXIBLE; FILM; MATERIAL; POLYETHYLENE; POLYTEREPHTHALATE; POLYVINYL; ALCOHOL; MOIST; IMPENETRABLE; METAL; LAYER; ADHESIVE

#### Class Codes

International Patent Classification

**Class**

Level
-------



[illegible]

US Classification, Issued: 428035200, 428035300, 428035400, 428035800, 428035900, 428336000, 428337000, 446220000

Manual Codes (CPI/A-N): A05-E04E; A10-E09B; A12-F; A12-P01; A12-S06C

6/5/33 (Item 3 from file: 350) [Links](#)

Derwent WPIX

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0005513508 *Drawing available*

WPI Acc no: 1991-116707/199116

XRPX Acc No: N1991-089850

**Tool storage box - has locking arrangement provided on tray accommodated in container, to lock tools in suspended positions**

Patent Assignee: REMCON PLASTICS INC (REMC-N)

Inventor: BRIA F; CONNORS P J; REFALO J; SCULLY S

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5004103	A	19910402	US 1989405025	A	19890911	199116	B

Priority Applications (no., kind, date): US 1989405025 A 19890911

**Alerting Abstract US A**

The box includes a container for accommodating tools with a tray removably accommodated in the container for suspending the respective tools. A support is provided on the upper surface of the tray for supporting an upper portion of the respective tools above the upper surface of the tray.

A positional locking arrangement is provided on the tray for locking the respective tools in position relative to the tray. A lid is provided for covering an open end of the container. The lid is provided with a recess for accommodating a bottom of a further container to allow stacking of individual containers.

USE - For tools such as punches and dies for the production of pharmaceutical tablets and caplets. @ (8pp Dwg.No.1/5)@

**Title Terms /Index Terms/Additional Words:** TOOL; STORAGE; BOX; LOCK; ARRANGE; TRAY; ACCOMMODATE; CONTAINER; SUSPENSION; POSITION

#### Class Codes

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
B65B-085/20			Secondary		"Version 7

US Classification, Issued: 206372000, 206379000, 206563000, 211069000, 211070600

File Segment: EngPI; ;

DWPI Class: Q31

? show files

[File 15] **ABI/Inform(R)** 1971-2007/Mar 12  
(c) 2007 ProQuest Info&Learning. All rights reserved.

*Inventor's*

[File 16] **Gale Group PROMT(R)** 1990-2007/Mar 09  
(c) 2007 The Gale Group. All rights reserved.

[File 148] **Gale Group Trade & Industry DB** 1976-2007/Mar 01  
(c) 2007 The Gale Group. All rights reserved.

[File 160] **Gale Group PROMT(R)** 1972-1989.  
(c) 1999 The Gale Group. All rights reserved.

[File 275] **Gale Group Computer DB(TM)** 1983-2007/Mar 09  
(c) 2007 The Gale Group. All rights reserved.

[File 621] **Gale Group New Prod. Annou.(R)** 1985-2007/Mar 01  
(c) 2007 The Gale Group. All rights reserved.

[File 9] **Business & Industry(R)** Jul/1994-2007/Mar 09  
(c) 2007 The Gale Group. All rights reserved.

[File 20] **Dialog Global Reporter** 1997-2007/Mar 12  
(c) 2007 Dialog. All rights reserved.

[File 476] **Financial Times Fulltext** 1982-2007/Mar 11  
(c) 2007 Financial Times Ltd. All rights reserved.

[File 610] **Business Wire** 1999-2007/Mar 12  
(c) 2007 Business Wire. All rights reserved.

*\*File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.*

[File 613] **PR Newswire** 1999-2007/Mar 12  
(c) 2007 PR Newswire Association Inc. All rights reserved.

*\*File 613: File 613 now contains data from 5/99 forward. Archive data (1987-4/99) is available in File 813.*

[File 624] **McGraw-Hill Publications** 1985-2007/Mar 12  
(c) 2007 McGraw-Hill Co. Inc. All rights reserved.

*\*File 624: Homeland Security & Defense and 9 Platt energy journals added Please see HELP NEWS624 for more*

[File 634] **San Jose Mercury** Jun 1985-2007/Mar 09  
(c) 2007 San Jose Mercury News. All rights reserved.

[File 636] **Gale Group Newsletter DB(TM)** 1987-2007/Mar 09  
(c) 2007 The Gale Group. All rights reserved.

[File 810] **Business Wire** 1986-1999/Feb 28  
(c) 1999 Business Wire. All rights reserved.

[File 813] **PR Newswire** 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc. All rights reserved.

[File 47] **Gale Group Magazine DB(TM)** 1959-2007/Mar 01  
(c) 2007 The Gale group. All rights reserved.

[File 348] **EUROPEAN PATENTS** 1978-2007/ 200708  
(c) 2007 European Patent Office. All rights reserved.

*\*File 348: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.*

[File 349] **PCT FULLTEXT** 1979-2007/UB=20070308UT=20070301  
(c) 2007 WIPO/Thomson. All rights reserved.

*\*File 349: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.*

```
; d s
Set      Items  Description
S1        1    S AU=BRIA F?
S2        0    S AU=BRIA, F?
S3        0    S AU=RADLEY K?
S4        8    S AU=RADLEY, K?
S5        9    S S1:S4
S6        9    RD (unique items)
; t s6/3,k/1-9
```

6/3,K/1 (Item 1 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
(c)2007 The Gale Group. All rights reserved.  
05160814 **Supplier Number: 10747226 (USE FORMAT 7 OR 9 FOR FULL TEXT )**  
**Subaru's SVX has brave new styling. (sports coupe) (Tech & Trends)**

**Radley, Kevin**  
Ward's Auto World , v27 , n5 , p57(1)  
May , 1991  
ISSN: 0043-0315  
**Language: ENGLISH**  
**Record Type: FULLTEXT**  
**Word Count: 446 Line Count: 00033**  
**Radley, Kevin**

6/3,K/2 (Item 2 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
(c)2007 The Gale Group. All rights reserved.  
05114076 **Supplier Number: 10421893 (USE FORMAT 7 OR 9 FOR FULL TEXT )**  
**Mitsubishi shows improved SUV. (Montero sport-utility vehicle) (Tech & Trends)**

**Radley, Kevin**

Ward's Auto World , v27 , n3 , p127(2)

March , 1991

ISSN: 0043-0315

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 668 **Line Count:** 00049

**Radley, Kevin**

6/3,K/3 (Item 3 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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03794509 **Supplier Number:** 08011769

**Honda engine beats the best: automaker squeezes 100 hp/L out of new Integra powerplant. (Acura Integra)**

**Radley, Kevin**

Ward's Auto World , v25 , n5 , p96(2)

May , 1989

**Document Type:** evaluation

ISSN: 0043-0315

**Language:** ENGLISH

**Record Type:** CITATION

**Radley, Kevin**

6/3,K/4 (Item 4 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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02968819 **Supplier Number:** 04353374 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Creative selling: Japanese turn to supermarket dealerships at home. (World Wrapup) (column)**

**Radley, Kevin**

Ward's Auto World , v22 , p46(1)

Aug , 1986

**Document Type:** column

ISSN: 0043-0315

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 450 **Line Count:** 00034

**Radley, Kevin**

6/3,K/5 (Item 5 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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02828028 **Supplier Number:** 04228676 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Taiwan; another Asian outpost has its sites set on exports, beginning with a foray into Canada. (International Special Report - Taiwan)**

**Radley, Kevin**

Ward's Auto World , v22 , p64(3)

May , 1986

ISSN: 0043-0315

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 2719 **Line Count:** 00207

**Radley, Kevin**

6/3,K/6 (Item 6 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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02472486 **Supplier Number:** 04044985 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Upscale moves creeping over big-car barrier.**

**Radley, Kevin**

Ward's Auto World , v21 , p104(1)

Dec , 1985

ISSN: 0043-0315

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 978 **Line Count:** 00073

**Radley, Kevin**

6/3,K/7 (Item 7 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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02455990 **Supplier Number:** 03963700

**Excitement looms at Tokyo show. (World - Japan) (Tokyo Auto Show) (column)**

**Radley, Kevin**

Ward's Auto World , v21 , p79(1)

Oct , 1985

**Document Type:** column

ISSN: 0043-0315

**Language:** ENGLISH

**Record Type:** CITATION

**Radley, Kevin**

6/3,K/8 (Item 8 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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02437121 Supplier Number: 04007411

**Japan has learned its lessons; Asia - late bloomers become big boomers.**

**Radley, Kevin**

Ward's Auto World , v21 , p81(3)

Nov , 1985

ISSN: 0043-0315

**Language:** ENGLISH

**Record Type:** CITATION

**Radley, Kevin**

6/3K/9 (Item 1 from file: 348) [Links](#)

EUROPEAN PATENTS

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00749533

**Lighter than air balloons**

Traggasgefullter Ballon

Ballon plus léger que l'air

**Patent Assignee:**

- **RHONE-POULENC INC.;** (1253090)

125 Black Horse Lane; Monmouth Junction, New Jersey 08852; (US)

(applicant designated states: AT;BE;CH;DE;DK;ES;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)

**Inventor:**

- **Bria, Frank Harry**

16 Burncoat Way; Pittsford, NY 14534; (US)

- **Platta, Victor Aelred**

120 Drumlin View Drive; Mendon NY 14506; (US)

- **Wood, Donald Clark**

75 Reitz Parkway; Pittsford, NY 14534; (US)

- **Bria, Frank Harry...**

;;

**Legal Representative:**

- **Kyle, Diana et al (32731)**

Elkington and Fife Prospect House 8 Pembroke Road; Sevenoaks, Kent TN13 1XR; (GB)

	Country	Number	Kind	Date	
Patent	EP	705757	A1	19960410	(Basic)

Application	EP	95307096		19951006	
Priorities	US	320623		19941007	

**Designated States:**

AT; BE; CH; DE; DK; ES; FR; GB; GR; IE;  
IT; LI; LU; MC; NL; PT; SE;

**International Patent Class (V7): B64B-001/40; A63H-027/10; Abstract Word Count: 91**

Type	Pub. Date	Kind	Text
------	-----------	------	------

Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB96	794
SPEC A	(English)	EPAB96	2877
Total Word Count (Document A) 3671			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 3671			



? show files

[File 347] JAPIO Dec 1976-2006/Nov(Updated 070228)

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[File 350] Derwent WPIX 1963-2006/UD=200719

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*\*File 350: DWPI has been enhanced to extend content and functionality of the database. For more info, visit <http://www.dialog.com/dwpi/>.*

```
; d s
Set      Items  Description
S1        3563   S (SURVEY OR QUESTIONNAIRE OR QUESTIONNAIRE OR INTEREST? OR NEEDS) (5N)
(CUSTOMER? ? OR CLIENT? ? OR BUYER? ? OR PURCHASER? ? OR PURCHASER OR REFERRAL? ?)
S2       3152742 S ORDER? ? OR REQUEST?? OR REQUISITION? OR BUY? ? OR BOUGHT OR ACQUIRE? ?
OR CHOOS??? OR CHOSEN OR SELECT??? OR SHOP? ? OR TRANSACTION? ?
S3        152836 S HIERARCH? OR RANK OR RANKED OR GRADED OR TREE(2N) STRUCTURE OR
CLASSIF??? OR RELATIONAL OR CATEGORY OR CATEGORI? OR LEVEL? (1W) INTEREST
S4        1451869 S CATALOG? ? OR CATALOGUE? ? OR BOOKLET? ? OR PORTFOLIO? ? OR ALBUM? ? OR
DISPLAY? OR WEBPAGE? ? OR WEB()PAGE? ? OR PUBLICATION? ? OR HOMEPAGE? ? OR HOME()PAGE? ?
S5       11046760 S ADVICE OR ADVISE OR OFFER? ? OR SUGGEST??? OR PROPOS??? OR PRESENT? OR
MAK??? (3W) (AVAILABLE OR ACCESSIBLE) OR PROVIDE? ? OR RECOMMEND? OR REFER? ? OR REFERR???
OR CHOICE? ? OR SELECT? OR SPECIFY??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR
CHOSE? ?
S6          67    S S1 AND S2 AND S3 AND S4 AND S5
S7          29    S S6 NOT PY>2002
; t s7/5/1-29
```

7/5/1 (Item 1 from file: 347) Links

JAPIO

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07264920 \*\*Image available\*\*

**INFORMATION IDENTIFICATION CODE, CODE-INDICATED PRINTED MATTER AND  
CODE-INDICATED OFFERING**

**Pub. No.:** 2002-133381 [JP 2002133381 A]

**Published:** May 10, 2002 (20020510)

**Inventor:** AZUMA KAZUHIRO

**Applicant:** TOPPAN PRINTING CO LTD

**Application No.:** 2000-328260 [JP 2000328260]

**Filed:** October 27, 2000 (20001027)

**International Class:** G06K-019/06; G06K-019/00; G07G-001/00

## ABSTRACT

**PROBLEM TO BE SOLVED:** To facilitate an inquiry about merchandise, a merchandise **selection** and **order** from among a plurality of lines of merchandise, and a merchandise shipment and delivery condition **order**, all given direct to a manufacturer or a distributor with the use of a network communication means such as the Internet, by

providing a code mark including coded information affixed to an offering, such as a separate article, service, a merchandise manual, a sales **catalog** and a magazine, with an access code for use in the next action that a **customer** needs.

SOLUTION: An information identification code has a direct information **indication** part A wherein direct information about an offering, such as a sample image G, type, commodity name and price of the offering, is **indicated** in characters including kana (Japanese syllabary), kanji (Chinese character) and numeral characters, and an access code C wherein access information for use in accessing an information source on an information network to obtain peripheral information about the offering is **indicated** in codes. A **category** mark D **indicating** the access information **category** to which the access code belongs is visually recognizably annexed.

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7/5/2 (Item 2 from file: 347) [Links](#)

JAPIO

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05957725 **\*\*Image available\*\***

**SYSTEM FOR EDITING MERCHANDISE GUIDE INFORMATION AND SYSTEM FOR PRINTING THE SAME**

**Pub. No.:** 10-240825 [JP 10240825 A ]

**Published:** September 11, 1998 (19980911)

**Inventor:** KATSUMA HIROSHI

**Applicant:** CHESCOM INTERNATL KK [000000] (A Japanese Company or Corporation), JP (Japan)

**Application No.:** 09-047747 [JP 9747747]

**Filed:** March 03, 1997 (19970303)

**International Class:** [ 6 ] G06F-017/60; G06F-017/30; H04M-003/42; H04M-003/50

**JAPIO Class:** 45.4 (INFORMATION PROCESSING -- Computer Applications); 36.4 (LABOR SAVING DEVICES -- Service Automation); 44.4 (COMMUNICATION -- Telephone)

**JAPIO Keyword:** R131 (INFORMATION PROCESSING -- Microcomputers & Microprocessors)

## ABSTRACT

**PROBLEM TO BE SOLVED:** To **provide** a system in which a **catalog** or a direct mail can be printed with different contents according to the taste or **needs** of each **customer**.

SOLUTION: When a customer calls from a communication line, a voice outputting device 111 automatically responds to it, and inquires an identification code to the customer. When the customer inputs it from the bush button of a telephone set 14, a data base 12 is inquired from the identification code of the customer, and individual merchandise information peculiar to the customer is extracted. An editing means 13 operates edition from the extracted individual merchandise information and merchandise data, and a printer 136 prints merchandise guide information such as a **catalog** or a direct mail. When the customer **selects** the **order** of merchandise by a service **selecting** means 115, and **orders** the merchandise, the individual merchandise information is updated. Also, new merchandise can be **ranked** as high as possible.

7/5/3 (Item 1 from file: 350) Links

Derwent WPIX

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0016147234 *Drawing available*

WPI Acc no: 2006-678865/200670

XRPX Acc No: N2006-537970

**Categorized help providing method, involves searching help by pushing button or link, displaying category selections by skill levels of user, and simplifying words in novice tables**

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
RD 448103	A	20010810	RD 2001448103	A	20010810	200670	B

Priority Applications (no., kind, date): RD 2001448103 A 20010810

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
RD 448103	A	EN	2	2	

#### Alerting Abstract RD A

NOVELTY - The method involves searching help by pushing a button or link, and **displaying category selections** by skill levels of a user. Words in novice tables simplify and merge the functions that novices use to search. The novice table points general help table, and the help table is searched. Additional information necessary for developers and advanced programmers is **provided**.

USE - Used for providing **categorized** help.

ADVANTAGE - The method allows the users to use the product easily with their own skills and does not need how-to manuals, and allows the help developers to develop help contents as objects such that it is easily modified for **customer's needs**.

DESCRIPTION OF DRAWINGS - The drawing shows a process flow of a **categorized** help providing method.

**Title Terms /Index Terms/Additional Words:** HELP; METHOD; SEARCH; PUSH; BUTTON; LINK; **DISPLAY;** **CATEGORY;** **SELECT;** SKILL; LEVEL; USER; SIMPLIFY; WORD; NOVICE; TABLE

#### Class Codes

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F	S	I	F	R	20060101

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-G08A

7/5/4 (Item 2 from file: 350) [Links](#)

Derwent WPIX

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0013156066 *Drawing available*

WPI Acc no: 2003-238764/200323

Related WPI Acc No: 2003-362835; 2005-561041

XRPX Acc No: N2003-190289

**Content delivery method in client-server network, involves changing delivery content depending on client classification and according to satisfied connection criteria**

Patent Assignee: KRISHNAMURTHY B (KRIS-I); WILLS C E (WILL-I)

Inventor: KRISHNAMURTHY B; WILLS C E

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020198961	A1	20021226	US 1999151194	P	19990827	200323	B
			US 2000215302	P	20000630		
			US 2000234511	P	20000922		
			US 2000725675	A	20001130		
			US 2001346366	P	20011109		
			US 2002213587	A	20020807		

Priority Applications (no., kind, date): US 2001346366 P 20011109; US 2000725675 A 20001130; US 2000234511 P 20000922; US 2000215302 P 20000630; US 1999151194 P 19990827; US 2002213587 A 20020807

Patent Details

Patent Number	Kind	Lang	Pgs	Draw	Filing Notes	
US 20020198961	A1	EN	23	14	Related to Provisional	US 1999151194
					Related to Provisional	US 2000215302
					Related to Provisional	US 2000234511
					C-I-P of application	US 2000725675
					Related to Provisional	US 2001346366

### Alerting Abstract US A1

NOVELTY - The clients are **classified** according to set client-server connection criteria. A **request** from the client to transfer the content through the connection link is received. The content delivery is changed based on the client classification.

DESCRIPTION - An INDEPENDENT CLAIM is included for content delivery server.

USE - For managing content delivery in client-server network used in various online services through Internet.

ADVANTAGE - Improves delivery performance of server by performing effective client clustering.

DESCRIPTION OF DRAWINGS - The figure shows a flowchart describing the content delivery process.

**Title Terms /Index Terms/Additional Words:** CONTENT; DELIVER; METHOD; CLIENT; SERVE; NETWORK; CHANGE; DEPEND; **CLASSIFY**; ACCORD; SATISFY; CONNECT; CRITERIA

### Class Codes

#### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-015/16			Main		"Version 7"

US Classification, Issued: 709217000, 709246000

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-N01A2A; T01-N01D1; T01-N02A2C; T01-S01B

7/5/5 (Item 3 from file: 350) [Links](#)

Derwent WPIX

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0012936620 *Drawing available*

WPI Acc no: 2003-013215/200301

XRPX Acc No: N2003-009532

**Remote purchasing of products with sensory properties, especially wine, by matching interactively inputted properties with those of products stored in database**

Patent Assignee: E-WINE BV (EWIN-N)

Inventor: ESSING G; KOETZIER L; NIEHORSTER B

#### Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
NL 1017358	C2	20020820	NL 1017358	A	20010214	200301	B

Priority Applications (no., kind, date): NL 1017358 A 20010214

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
NL 1017358	C2	NL	16	4	

**Alerting Abstract NL C2**

**NOVELTY** - A large number of products with **classified** perceptible sensory properties is stored in a database (10). An increasingly precise number of these properties are entered interactively into a computer connected to the database and once the properties desired by the customer are established, one or more products likely to be of **interest** to the **customer** are **displayed** on a screen (16).

**DESCRIPTION** - The purchasing method can be carried out over the internet. The sensory properties include taste and/or aroma. **INDEPENDENT CLAIMS** are also included for (a) a second purchasing method in which a relatively large number of products is stored in a database, a product known to the customer can be **selected**, and a number of products with sensory properties identical or similar to that of the known product are searched for in the database and then **displayed** to the customer, (b) a system for carrying out either of these methods, comprising a first computer with the database and a software program stored in its memory, and at least one further computer which can contact the first computer via e.g. the internet, and (c) the computer with the database and software program used in this system.

**USE** - None given.

**ADVANTAGE** - Suitable wines can be purchased electronically.

**DESCRIPTION OF DRAWINGS** - Figure 1 shows a flow diagram representing an e-commerce method for purchasing wine (drawing includes non-English language text).

10 Wine database

11 **Selection** of wine

12 Search for wine features in database

13 Wine features **displayed**

14 Taste match carried out

15 Database search carried out

16 Search results **displayed**

**Title Terms** /Index Terms/Additional Words: REMOTE; PURCHASE; PRODUCT; SENSE; PROPERTIES; WINE; MATCH; INTERACT; STORAGE; DATABASE

**Class Codes**

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/30			Main		"Version 7"
G06F-017/60			Secondary		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05B3; T01-N01A2A; T01-N01A2C

7/5/6 (Item 4 from file: 350) [Links](#)

Derwent WPIX

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0012935220 *Drawing available*

WPI Acc no: 2003-011814/200301

**Method for servicing portfolio of financial product using internet**

Patent Assignee: HD PORTECH CO LTD (HDPO-N)

Inventor: KO S C

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
KR 2002049782	A	20020626	KR 200079068	A	20001220	200301	B

Priority Applications (no., kind, date): KR 200079068 A 20001220

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
KR 2002049782	A	KO	1	10	

#### Alerting Abstract KR A

NOVELTY - A method for servicing a **portfolio** of a financial product using the Internet is **provided** to rationally operate the user's property by **displaying a portfolio** capable of increasing profits for **customers** on the basis of **interests**, taxes and earning rates of various financial products in case that the user **selects** a financial product **portfolio** service.

DESCRIPTION - A user inputs personal information to a customer response system of a property management system in a PC. The user's ID and password are searched from a database. It is judged whether the user is a member. After that, the user inputs information related to fund employment of customers. The information and financial products are analyzed and **classified**. Results analyzed and **classified** are transmitted to a searching/processing system. It is judged whether the user **selects** a financial product **portfolio**. In case that the user **selects the portfolio**, the **portfolio** capable of increasing profits of the customers is **displayed** on the basis of interests, taxes and earning rates of various financial products. In case that the user **selects** an investment strategy, the optimal product is extracted. Information on the progress of earning rates for the **portfolio selected** by the user is estimated.

**Title Terms /Index Terms/Additional Words:** METHOD; SERVICE; **PORTFOLIO**; FINANCIAL; PRODUCT

#### Class Codes

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;  
DWPI Class: T01  
Manual Codes (EPI/S-X): T01-J05A

7/5/7 (Item 5 from file: 350) [Links](#)  
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0012874410  
WPI Acc no: 2002-733508/200280  
XRPX Acc No: N2002-578321  
**TV reception controlling method**  
Patent Assignee: ZHAO Y (ZHAO-I)  
Inventor: LI L; YANG Q; ZHAO Y

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
CN 1358021	A	20020710	CN 2002100335	A	20020111	200280	B

Priority Applications (no., kind, date): CN 2002100335 A 20020111

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
CN 1358021	A	ZH		0	

CN A

NOVELTY - A method to control the receiving of television utilizes the teletext principle to cut in channel and program information of this channel into the graph information. The control device made with this method can receive channel information and program information and process them to **display** out for browsing and reserving as if the **client needs** this service. The control device can switch the television set on the channel automatically when the reserved program is starting on that channel. The method also can **select** the program according to the **category**, **select** the receiving channel according to the name of television channel.

Title Terms /Index Terms/Additional Words: TELEVISION; RECEPTION ; CONTROL; METHOD

Class Codes

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
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H04N-005/44			Main		"Version 7"
H04N-005/445			Secondary		"Version 7"

File Segment: EPI;

DWPI Class: W03

Manual Codes (EPI/S-X): W03-A01A; W03-A13

7/5/8 (Item 6 from file: 350) [Links](#)

Derwent WPIX

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0012770955 *Drawing available*

WPI Acc no: 2002-624918/200267

**Apparatus for constructing personalized agent engine for constructing internet shopping mall and service method therefor**

Patent Assignee: NITZ CORP (NITZ-N)

Inventor: IN S R; YANG T Y

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
KR 2002025341	A	20020404	KR 200057061	A	20000928	200267	B

Priority Applications (no., kind, date): KR 200057061 A 20000928

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
KR 2002025341	A	KO	1	10	

#### Alerting Abstract KR A

**NOVELTY** - An apparatus for constructing a personalized agent engine for constructing an internet shopping mall and a service method therefor are **provided** to decrease a retrieval time of an internet shopping mall application and a cost required in the internet shopping mall application.

**DESCRIPTION** - A monitor agent(310) extracts a URL(Universal Resource Location) of a **home page** visited by a client through a proxy and reasons the **interest** degree of the **client** from the URL using a knowledge-based method. A preprocess module(330) removes a tag of an HTML(Hypertext Markup Language) document accessed by the client and an unused language among languages included in the document to express the taste of the client, performs a feature **selection** for expressing the accessed document as a keyword vector, and expresses the purchasing action of each client. A **category** work unit(340) measures similarity between client purchasing **home pages** expressed as the keyword vector, generates goods information pages of the client as clusters in which the similarity differs each other, and extracts an **interest** goods **category** of the **client**. A machine learning unit(350) applies an inductive.

machine learning method to each cluster, reasons the feature of each cluster, subdivides **interest** goods information of the **client**, and generates a profile to **interest** goods of the **client**. A personalized shopping mall agent(370) retrieves personalized goods using the profile and pushes information to the goods to the client.

**Title Terms /Index Terms/Additional Words:** APPARATUS; CONSTRUCTION; PERSON; AGENT; ENGINE; SHOPPING; MALL; SERVICE; METHOD

## Class Codes

### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A

7/5/9 (Item 7 from file: 350) [Links](#)

Derwent WPIX

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0012676965 *Drawing available*

WPI Acc no: 2002-527275/200256

Related WPI Acc No: 2002-455119

XRPX Acc No: N2002-417385

**Computational fluid dynamics model supply method for prediction of fluid flow, involves performing modeling of structure using specific details of flow problem selected by customer using client software and providing result to customer**

Patent Assignee: AEA TECHNOLOGY PLC (UKAT); DEWHURST S J (DEWH-I)

Inventor: DEWHURST S J

### Patent Family ( 3 patents, 95 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020073141	A1	20020613	US 2000734048	A	20001212	200256	B
WO 2002059800	A2	20020801	WO 2001GB5221	A	20011128	200260	E
AU 2001297907	A1	20020806	AU 2001297907	A	20011128	200427	E

Priority Applications (no., kind, date): US 2000734048 A 20001212

### Patent Details

Patent Number	Kind	Lang	Pgs	Draw	Filing Notes	
US 20020073141	A1	EN	6	3		
WO 2002059800	A2	EN				
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW					
AU 2001297907	A1	EN			Based on OPI patent	WO 2002059800

### Alerting Abstract US A1

**NOVELTY** - A server **provides** a **display** of menu of several **categories** of fluid flow problem using client software to a customer. The customer **selects** a **category** and **provides** specific details relevant to the **selected** problem **category** in response to the server **request**. The server performs modeling of a structure as **specified** by the customer, and **provides** the result in a converted output form to the customer, after notification of the output availability.

**USE** - For supplying fluid dynamics model for prediction of fluid flow through heat exchanger or cylinder head of diesel engine, etc.

**ADVANTAGE** - Since the dynamic modeling of structure is performed using client software; the customer does not require a powerful computer and specialized software and the experience of CAD or computational fluid dynamics is also not required. Enables the customer to perform computational fluid dynamic simulation of a very wide range of different fluid flow problems.

**DESCRIPTION OF DRAWINGS** - The figure shows a screen **display** providing options to a customer.

**Title Terms /Index Terms/Additional Words:** COMPUTATION; FLUID; DYNAMIC; MODEL; SUPPLY; METHOD; PREDICT; FLOW; PERFORMANCE; STRUCTURE; SPECIFIC; DETAIL; PROBLEM; **SELECT**; CUSTOMER; CLIENT; SOFTWARE; RESULT

### Class Codes

#### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-015/16; G06F-017/50			Main		"Version 7"

US Classification, Issued: 709203000

File Segment: EPI;  
DWPI Class: T01

Manual Codes (EPI/S-X): T01-J15H; T01-N01A2A

7/5/10 (Item 8 from file: 350) [Links](#)

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0012622474 *Drawing available*

WPI Acc no: 2002-471010/200250

XRPX Acc No: N2002-371856

**Data providing system for wireless e-mail devices, PDAs and mobile phones, has presenter component to transmit items of data selected according to values which are assigned to each data based on predetermined profile**

Patent Assignee: ELKAN C (ELKA-I)

Inventor: ELKAN C

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020055940	A1	20020509	US 2000246630	P	20001107	200250	B
			US 20014514	A	20011102		

Priority Applications (no., kind, date): US 2000246630 P 20001107; US 20014514 A 20011102

Patent Details

Patent Number	Kind	Lang	Pgs	Draw	Filing Notes
US 20020055940	A1	EN	17	8	Related to Provisional US 2000246630

#### Alerting Abstract US A1

NOVELTY - A **classifier** components (38) associates a value to each item of data using a profile (36). A training component (30) **selects** at least one of the item of data according to certain labels to form training data and a learning component (34) automatically creates a profile. The **presenter** component (26) transmits items of data **selected** according to the values.

DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

1. Value obtaining and associating method;
2. At least one item of data providing method for the client; and
3. Automatic item retrieving and displaying system.

USE - For use in devices of limited bandwidth such as wireless e-mail devices, personal digital assistants (PDAs) and mobile phones.

ADVANTAGE - Since the document is filtered and selected based on quality, the client or user can save time needed to manually examine each document to determine quality.

DESCRIPTION OF DRAWINGS - The figure illustrates the client server system.

26 Presenter component

30 Training component

34 Learning component

36 Profile

38 Classifier component

**Title Terms /Index Terms/Additional Words:** DATA; SYSTEM; WIRELESS; MAIL; DEVICE; MOBILE; TELEPHONE; **PRESENT**; COMPONENT; TRANSMIT; ITEM; **SELECT**; ACCORD; VALUE; ASSIGN; BASED; PREDETERMINED; PROFILE

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-007/00			Main		"Version 7"

US Classification, Issued: 707104100

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-C03C; T01-M06A1A; T01-N01C; T01-N02B1; W01-C01D3C; W01-C01G6C

7/5/11 (Item 9 from file: 350) [Links](#)

Derwent WPIX

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0012506281 *Drawing available*

WPI Acc no: 2002-454233/200248

XRPX Acc No: N2002-358307

**Goods ordering method through communication network e.g. Internet, involves displaying subset of commodities found above predetermined distributor set priority level, to consumer**

Patent Assignee: HITACHI LTD (HITA); ISHIBASHI A (ISHI-I); OGURA M (OGUR-I); OKURA M (OKUR-I)

Inventor: ISHIBASHI A; OGURA M; OKURA M

##### Patent Family ( 2 patents, 2 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020059108	A1	20020516	US 2001888192	A	20010621	200248	B
JP 2002150071	A	20020524	JP 2000349327	A	20001110	200250	E

Priority Applications (no., kind, date): JP 2000349327 A 20001110

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20020059108	A1	EN	21	22	
JP 2002150071	A	JA	12		

**Alerting Abstract US A1**

NOVELTY - The conditions for ordering a desired commodity are **specified** by a consumer. The commodities having definite specifications meeting the **specified** conditions are searched in a database. Priorities are assigned to the **selected** commodities based on a distributor's sales strategy and subset of the commodities having priority above distributor set priority level is **displayed** to the consumer.

DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

4. Goods limited list display method;
5. **Goods** hierarchical list display method;
6. **Promotion** points **storage** table;
7. Database system; and
8. Computer program product comprising goods limited list display program stored in computer readable recorded medium.

USE - For Internet based ordering of goods such as foodstuff through cyber foodstuff distribution system.

ADVANTAGE - The priority of search can be changed based on the distributor's sale change, to meet both the distributor's and the consumer's needs.

DESCRIPTION OF DRAWINGS - The figure shows the electronic commerce system.

**Title Terms /Index Terms/Additional Words:** GOODS; **ORDER**; METHOD; THROUGH; COMMUNICATE; NETWORK; **DISPLAY**; SUBSET; COMMODITY; FOUND; ABOVE; PREDETERMINED; DISTRIBUTE; SET; PRIORITY; LEVEL; CONSUME

**Class Codes**

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

US Classification, Issued: 705026000

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-N01A2A; T01-N01A2E; T01-S03

7/5/12 (Item 10 from file: 350) Links

Derwent WPIX

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0012477797 *Drawing available*

WPI Acc no: 2002-424566/200245

Related WPI Acc No: 2002-705470; 2003-228398

XRPX Acc No: N2002-333759

**E-commerce transactions facilitating method involves submitting inspection log of installed goods to server for acquiring list of goods or services from server**

Patent Assignee: INTEL CORP (ITLC)

Inventor: DIAMOND K J; GRONEMEYER C E

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 6363359	B1	20020326	US 1999468963	A	19991221	200245	B

Priority Applications (no., kind, date): US 1999468963 A 19991221

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 6363359	B1	EN	12	4	

#### Alerting Abstract US B1

NOVELTY - An inspection log of installed goods is prepared and submitted to a server by the client, when the client initially contacts the server for acquiring goods or services. A list of goods or services is **provided** by the server to the client, based on submitted inspection log.

DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- A. Recorded medium storing e-commerce transaction control program;
- B. E-commerce transaction facilitating system;
- C. Article comprising recorded **medium** storing e-commerce transaction control program

USE - For facilitating e-commerce transactions over network such as Internet, intranet, extranet.

ADVANTAGE - Time and expenses of seller are reduced, thereby reducing price of goods or services.

DESCRIPTION OF DRAWINGS - The figure shows the flowchart explaining inspection log preparing process.

**Title Terms /Index Terms/Additional Words:** TRANSACTION; FACILITATE; METHOD; SUBMIT; INSPECT; LOG; INSTALLATION; GOODS; SERVE; ACQUIRE; LIST; SERVICE

## Class Codes

### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

US Classification, Issued: 705028000, 705027000, 714025000

File Segment: EPI;

DWPI Class: T01; T05

Manual Codes (EPI/S-X): T01-N01A2A; T01-N02A2C; T01-S03; T05-L02

7/5/13 (Item 11 from file: 350) [Links](#)

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0012467808 *Drawing available*

WPI Acc no: 2002-414139/200244

XRPX Acc No: N2002-325564

**Sample product provision method e.g. for magazine using internet, involves receiving information indicating selection of interest category from user and requesting delivery of products accordingly**

Patent Assignee: GOLDSTEIN M A (GOLD-I)

Inventor: GOLDSTEIN M A

### Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020029173	A1	20020307	US 2000217743	P	20000712	200244	B
			US 2001901094	A	20010710		

Priority Applications (no., kind, date): US 2000217743 P 20000712; US 2001901094 A 20010710

### Patent Details

Patent Number	Kind	Lang	Pgs	Draw	Filing Notes
US 20020029173	A1	EN	11	3	Related to Provisional US 2000217743

## Alerting Abstract US A1

NOVELTY - The information **indicating** the interest **category** is received from the user. The delivery of products corresponding to **selected** interest **category** to the user, during sample subscription period is **requested**. The user is



then **requested** to subscribe to one of the products delivered during sample subscription period.

DESCRIPTION - An INDEPENDENT CLAIM is also included for sample product providing system.

USE - For providing sample products such as magazine and other published information during subscription period using internet. Also for purchase of flower seeds, wines, beers, foods, books, newspaper, movies, or anything that is delivered on subscription basis.

ADVANTAGE - **Provides** direct contact with publishers and customers, thereby avoiding need of intermediate agents.

DESCRIPTION OF DRAWINGS - The figure shows an explanatory view of the exemplary computer network.

**Title Terms /Index Terms/Additional Words:** SAMPLE; PRODUCT; PROVISION; METHOD; MAGAZINE; RECEIVE; INFORMATION; INDICATE; **SELECT**; INTEREST; **CATEGORY**; USER; **REQUEST**; DELIVER; ACCORD

### Class Codes

#### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

US Classification, Issued: 705026000

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-N01A2A; T01-N03A; W01-A06B7C

7/5/14 (Item 12 from file: 350) [Links](#)

Derwent WPIX

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0012405620 *Drawing available*

WPI Acc no: 2002-349643/200238

**Method for arranging interesting items and displayer of cyber stock exchange system**

Patent Assignee: YANG J C (YANG-I); YANG Y C (YANG-I)

Inventor: YANG J C; YANG Y C

#### Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
KR 2001107783	A	20011207	KR 200129546	A	20010528	200238	B

Priority Applications (no., kind, date): KR 200029116 A 20000529

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
KR 2001107783	A	KO	1	10	

#### Alerting Abstract KR A

NOVELTY - A method for arranging interesting items and a **displayer** of cyber stock exchange system are **provided** to arrange user's interesting items according to stock rising energy, and to **display** the result to the user automatically.

DESCRIPTION - An emulator, a PDA, or a web browser is installed in plural client PCs(10(1)-10(N)) so that the client PCs(10(1)-10(N)) can execute cyber stock exchange through communication network(20). The client PCs(10(1)-10(N)) are connected to a main server(30) by executing the emulator or the web browser. If a user **selects** an arranging menu on **interesting** items screen, the **client** PCs(10(1)-10(N)) transmit item code data of stock items registered in interesting items to the main server(30) through communication network(20). Then, the client PCs(10(1)-10(N)) receive additional rising point of upper limit value items, additional declining point of lower limit value items, and **rank** number operation result from the main server(30), and **display** them on interesting items screen. Communication network(20) connects the plural client PCs(10(1)-10(N)) with the main server(20) of each stock company. If item code data of stock items are inputted by the user **selecting** the arranging button on interesting items screen, the main server(20) operates additional rising point of upper limit value items, additional declining point of lower limit value items, and **rank** number of items by a preset operation program, and transmits points and **rank** number operation result to the client PCs(10(1)-10(N)).

**Title Terms /Index Terms/Additional Words:** METHOD; ARRANGE; INTEREST; ITEM; STOCK; EXCHANGE; SYSTEM

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A

7/5/15 (Item 13 from file: 350) [Links](#)

Derwent WPIX

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0012336349 *Drawing available*

WPI Acc no: 2002-278425/200232

**Method for determining items cost of online shopping mall according member ranking**

Patent Assignee: KIM C O (KIMC-I)

Inventor: KIM C O

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
KR 2001103104	A	20011123	KR 200161304	A	20011005	200232	B

Priority Applications (no., kind, date): KR 200161304 A 20011005

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
KR 2001103104	A	KO	1	10	

**Alerting Abstract KR A**

NOVELTY - A method for determining items cost of an online shopping mall according member ranking is **provided** to give a premium with respect to a purchasing cost of an object according to a **customer's interest** and contribution for an on line shopping mall to a customer by a member ordering method.

DESCRIPTION - A user computer accesses to a shopping mall information **provider** computer through a network. An information having a cost in a shopping mall is transmitted and **displayed** to a user computer. A user's shopping mall log in information and a point according to searching a shopping mall site are added to a user's accumulated point. The user settles a real object. A predetermined point of a purchasing cost according to the user's real purchase is added to the user's accumulated point. A real time **order** according to accumulated points between users is granted. A user's settling cost is calculated. A user's purchase object is settled. A settlement according to a user's purchase determining thought is performed. A user's final settling cost and a receipt are transmitted to a user **display** device.

**Title Terms** /Index Terms/Additional Words: METHOD; DETERMINE; ITEM; COST; SHOPPING; MALL; ACCORD; MEMBER; **RANK**

**Class Codes**

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A

7/5/16 (Item 14 from file: 350) [Links](#)  
Derwent WPIX

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0011118709 *Drawing available*

WPI Acc no: 2002-054886/200207

XRPX Acc No: N2002-040480

**Method for accessing classification information on web-based system involves accessing series of menu pages and selecting one category or sub-category until reaching finite selection of classification**

Patent Assignee: BIRITZ R A (BIRI-I); FORTNA L (FORT-I); ROBB A E (ROBB-I)

Inventor: BIRITZ R A; FORTNA L; ROBB A E

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20010044757	A1	20011122	US 2000174785	P	20000106	200207	B
			US 2001755442	A	20010105		

Priority Applications (no., kind, date): US 2000174785 P 20000106; US 2001755442 A 20010105

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20010044757	A1	EN	42	30	Related to Provisional	US 2000174785

**Alerting Abstract US A1**

NOVELTY - The method involves accessing a web site and clicking a series of menu pages to **select** at least one **category** heading or subcategory heading from each menu page. The access and **selection** are repeated through series of menu pages until reaching a finite **selection** of classification without performing any search query.

USE - For accessing classification information on web-based system i.e. on-line classification of goods and services.

ADVANTAGE - Allows user e.g. buyers and sellers to logically click series of descriptive text menus to locate or advertise products, items or services of specific characteristic associated to a self **chosen category**. Reduces number of clicking to locate specific site. Eliminates non-uniform search results due to search queries. **Provides** error-free method. allows seller to immediately contact a prospective buyer from the ad.

DESCRIPTION OF DRAWINGS - The figure shows a system block diagram of a web-based system.

**Title Terms /Index Terms/Additional Words:** METHOD; ACCESS; **CLASSIFY**; INFORMATION; WEB; BASED; SYSTEM; SERIES; MENU; PAGE; **SELECT**; ONE; **CATEGORY**; SUB; REACH; FINITE

**Class Codes**

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

US Classification, Issued: 705027000

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-N01A2A; T01-N01A2C; T01-N02A3C

7/5/17 (Item 15 from file: 350) [Links](#)

Derwent WPIX

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0011109976 *Drawing available*

WPI Acc no: 2002-046023/200206

XRPX Acc No: N2002-034537

**Insurance company selection support system in Internet, performs ranking of target objects using weighing data of decision standards of consumer and objective data of target objects**

Patent Assignee: WEBCREW KK (WEBC-N)

Inventor: WATANABE H

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2001297234	A	20011026	JP 2000114536	A	20000417	200206	B

Priority Applications (no., kind, date): JP 2000114536 A 20000417

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 2001297234	A	JA	9	7	

#### Alerting Abstract JP A

NOVELTY - Weighing data corresponding to input decision standards of a consumer and objective data of several target objects are stored in a memory. Ranking of the target objects is performed by a calculator using the stored data. A **display** unit **displays** the suitable object for the consumer.

DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

D. Quotation request;

E. Data claim support system

USE - For selecting insurance company through Internet, for mobile telephone, **motor** vehicle.

ADVANTAGE - Customer's needs are satisfied efficiently and the **customer** can **select** a suitable target object,

easily.

DESCRIPTION OF DRAWINGS - The figure shows the schematic drawing of insurance company selection support system. (Drawing includes non-English language text).

**Title Terms /Index Terms/Additional Words:** INSURANCE; COMPANY; **SELECT**; SUPPORT; SYSTEM; PERFORMANCE; **RANK**; TARGET; OBJECT; WEIGH; DATA; DECIDE; STANDARD; CONSUME; OBJECTIVE

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A; T01-J08A

7/5/18 (Item 16 from file: 350) [Links](#)

Derwent WPIX

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0011071066 *Drawing available*

WPI Acc no: 2002-006216/200201

XRPX Acc No: N2002-005306

**Web marketing system for goods sale through internet, has discriminator which classifies non-registrant and selector which selects advertising procedure based on classification**

Patent Assignee: NEGI K (NEGI-I)

Inventor: NEGI H

##### Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2001282982	A	20011012	JP 200089930	A	20000328	200201	B

Priority Applications (no., kind, date): JP 200089930 A 20000328

##### Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 2001282982	A	JA	17	9	

### Alerting Abstract JP A

NOVELTY - Softwares (33,34) analyze interactive distribution of customer attribute data stored in database (32) and models the selling tendency of goods and service. The conforming disparity of non-registrants' access information and selling tendency is judged. A discriminator (44) **classifies** a non-registrant and a **selector** (43) **selects** advertising procedure based on the classification.

USE - For goods sale and selling promotion assistance of service through internet or intranet.

ADVANTAGE - **Web page** which **displays needs** of a **client** can be designed. High-level marketing environment is built simply and clearly. Increase in efficiency of selling is attained. One-to-one individual response is performed to a user.

DESCRIPTION OF DRAWINGS - The figure shows the block diagram of web marketing system. (Drawing includes non-English language text).

32 Database

33,34 Softwares

43 Selector

44 Discriminator

**Title Terms /Index Terms/Additional Words:** WEB; MARKET; SYSTEM; GOODS; SALE; THROUGH; DISCRIMINATE; **CLASSIFY**; NON; **SELECT**; ADVERTISE; PROCEDURE; BASED

### Class Codes

#### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A

7/5/19 (Item 17 from file: 350) [Links](#)

Derwent WPIX

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0010845144 *Drawing available*

WPI Acc no: 2001-463501/200150

XRPX Acc No: N2001-343596

**Web survey tool utilizing the distributed access provided by the Internet or local area networks to collect and tabulate user answers to survey questions**

Patent Assignee: SILICON GRAPHICS INC (SILI-N)

Inventor: FUERST C

#### Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
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US 6189029	B1	20010213	US 1996716970	A	19960920	200150	B
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Priority Applications (no., kind, date): US 1996716970 A 19960920

#### Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 6189029	B1	EN	24	16	

#### Alerting Abstract US B1

NOVELTY - If necessary, secondary or tertiary series of questions from a decision tree comprising plural surveys (1603,1605,1607) may be further **selected** and **displayed** and, based on the responses to the survey questions, perl scripts **select** tables from databases (1609,1611,1613,1615) to be updated or accessed in **order** to generate information responsive to survey responses. The method may be practiced in a warehouse or by sales people from remote locations,

DESCRIPTION - INDEPENDENT CLAIMS are included for methods of conducting a survey on the Internet and for invoking application software.

USE - Utilizing distributed access to conduct a survey on the Internet.

ADVANTAGE - Allowing user access to updated **web pages** while preventing unauthorized access.

DESCRIPTION OF DRAWINGS - The drawing shows a hypothetical survey decision tree

1603,1605,1607 Surveys

1609,1611,1613,1615 Databases

**Title Terms /Index Terms/Additional Words:** WEB; SURVEYING; TOOL; DISTRIBUTE; ACCESS; LOCAL; AREA; NETWORK; COLLECT; TABULATING; USER; ANSWER ; QUESTION

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/30			Main		"Version 7"

US Classification, Issued: 709217000, 707104000, 707506000, 707507000, 705010000

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-H07C5E; T01-H07C5S; T01-J05B; T01-J05B4B; T01-J07A; W01-A06B7; W01-A06E1; W01-A06G2; W01-A06X

7/5/20 (Item 18 from file: 350) [Links](#)

Derwent WPIX

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0010815592 *Drawing available*

WPI Acc no: 2001-432378/200146

XRPX Acc No: N2001-320440

**Anonymous non-binding offers inducing system in global telecommunication network, has adaptive hierarchical descriptor structure module with main trunk, limb, branch and leaf**

Patent Assignee: RESPOND.COM (RESP-N)

Inventor: CLEMENS W; KENT L; RAMACHANDRAN S

Patent Family ( 2 patents, 84 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2001011519	A2	20010215	WO 2000US21159	A	20000802	200146	B
AU 200065136	A	20010305	AU 200065136	A	20000802	200146	E

Priority Applications (no., kind, date): US 1999369769 A 19990806

Patent Details

Patent Number	Kind	Lang	Pgs	Draw	Filing Notes	
WO 2001011519	A2	EN	63	16		
National Designated States,Original	AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW					
AU 200065136	A	EN			Based on OPI patent	WO 2001011519

#### Alerting Abstract WO A2

**NOVELTY** - An adaptive **hierarchical** descriptor structure module (400) consists of a main trunk (420) with top level **categorical** descriptor, a limb (440) with secondary level **categorical** descriptor, and a branch (460) with tertiary level descriptor. The module (400) also includes a leaf (480) with data field which allows the buyer to enter into unstructured data entry field.

**DESCRIPTION** - The computer implemented system (10) consists of a system software module (100) with software operations module (110), an e-mail server (120) and a web server (130). A buyer software module (200) consists of buyer interface (20) with a **homepage** (22) and an inquiry form (210). A seller software module (300) consists of seller interface (30) with registration page and seller e-mail message and an adaptive descriptor placement module. **INDEPENDENT CLAIMS** are also included for the following:

F. Non-binding targeted offer inducing method;

## G. Buyer enquiries facilitating method

**USE** - For inducing transactions between buyers and sellers using computers or **other** telecommunication technology such as telephones, FAX machines and televisions e.g. television buy and sell system e.g. home shopping **network**.

**ADVANTAGE** - The adaptive hierarchical descriptor structure aids buyer in adequately defining **the** details of an intended purchase and minimizes the time spend by the buyer in pursuing the intended purchase. Allows buyers to quickly locate sellers anonymously with simple, cost effective mechanism. Allows buyers to submit their request to multiple potential sellers and wait for **the** sellers to respond and helping people to buy products that are easily cataloged and easily **listed** in database format.

**DESCRIPTION OF DRAWINGS** - The figure shows the component and modular structure of computer implemented system.

10 Computer implemented system

22 Homepage

30 Seller interface

100 System software module

120 E-mail server

130 Web server

210 Inquiry form

300 Seller software module

400 Adaptive hierarchical descriptor structure module

420 Main trunk

440 Limb

480 Leaf

**Title Terms** /Index Terms/Additional Words: NON; BIND; **OFFER**; INDUCE; SYSTEM; GLOBE; TELECOMMUNICATION; NETWORK; ADAPT; **HIERARCHY**; DESCRIBE; STRUCTURE; MODULE; MAIN; TRUNK; LIMB; BRANCH; LEAF

## Class Codes

### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"

File Segment: EPI;

DWPI Class: T01; W01; W02

Manual Codes (EPI/S-X): T01-H07C1; T01-H07C5E; T01-J05A1; T01-J05B2B; T01-J12B; T01-S02; W01-A06E1; W01-A06G2; W01-A06X; W01-C05B1C; W02-J

7/5/21 (Item 19 from file: 350) [Links](#)

Derwent WPIX

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0009501226 *Drawing available*

WPI Acc no: 1999-443775/199937

XRPX Acc No: N1999-330995

**Web page identifier for computer network used in internet**

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Inventor: COLE G L; ENGLEMAN S P

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5933827	A	19990803	US 1996719512	A	19960925	199937	B

Priority Applications (no., kind, date): US 1996719512 A 19960925

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 5933827	A	EN	28	16	

**Alerting Abstract US A**

NOVELTY - **Web pages** are assigned based on the subject **categories** defined by the cataloging unit (20) of server (10). Profile building unit (11) identifies the hotlinks corresponding to the **category** which is **selected** by the user from the periodically updated cataloging unit. The identified **web pages** are **displayed** on the web browser (13) of client terminal.

DESCRIPTION - The profile building unit is logically interposed between the cataloging unit and the client terminal. The identified hotlinks are sent to the browser to **display web pages** of **selected** user's **category**. An INDEPENDENT CLAIM is also included for the method of identifying **web pages** of interest in internet.

USE - For identifying **web pages** of **interest** to a **client**, in the world wide web of internet.

ADVANTAGE - The additional information relevant to the data of interest are **provided** by identifying relevant hotlinks along with the hotlinks corresponding to the **selected category**.

DESCRIPTION OF DRAWINGS - The figure depicts the block diagram illustrating a client and a server including profile building function.

10 Server

11 Profile building unit

13 Web browser

20 Cataloging unit

**Title Terms /Index Terms/Additional Words:** WEB; PAGE; IDENTIFY; COMPUTER; NETWORK

**Class Codes**

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/00			Main		"Version 7"

US Classification, Issued: 707010000, 707006000, 707005000, 707004000

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J

7/5/22 (Item 20 from file: 350) [Links](#)

Derwent WPIX

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0009252624 *Drawing available*

WPI Acc no: 1999-180204/199915

Related WPI Acc No: 2002-402243

XRPX Acc No: N1999-132360

**Products vending method e.g. for selling greeting cards in retail store**

Patent Assignee: AMERICAN GREETINGS CORP (AMGR-N)

Inventor: JACOBS H H

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5875110	A	19990223	US 1995475588	A	19950607	199915	B

Priority Applications (no., kind, date): US 1995475588 A 19950607

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 5875110	A	EN	31	23	

#### Alerting Abstract US A

NOVELTY - The product or product designs are **ranked** by determining whether customer's **selection** criteria matches with stored application descriptor. A positive or negative weight **provided** by the system designer, owner or customer is applied to each match and non-match respectively. The sum of weights applied to each match and non match is obtained to determine product ranking.

DESCRIPTION - The product designs and product to be vended are stored in the product data file and a product suitability data file having a product suitability matrix corresponding to a product stored in the product data file is generated. The application of the product of each product suitability matrix is stored as the application descriptor and the application **category** is **displayed** to the customer for **selection**. The customer **selection** or modification of a product design is received and corresponding modification is performed. The **selected** product is prompted to the customer after receiving the payment.

USE - On site vending system of greeting cards in retail store or shopping mall concourse.

ADVANTAGE - The method is potentially suitable for the customer's purpose, **needs interests** and tastes and based on which facilitates final **selection** of a product.

DESCRIPTION OF DRAWINGS - The figure shows perspective view of a vending system.

**Title Terms /Index Terms/Additional Words:** PRODUCT; VENDING; METHOD; SELL; GREETING; CARD; RETAIL; STORAGE

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/00			Main		"Version 7"

US Classification, Issued: 364479020, 364468010, 364478040, 235381000, 704010000, 707005000, 707532000, 707533000

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A2; T01-J05B1

7/5/23 (Item 21 from file: 350) [Links](#)

Derwent WPIX

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0009244281. *Drawing available*

WPI Acc no: 1999-171744/199915

XRPX Acc No: N1999-125767

**Information acquisition system for hotel industry - stores information classified according to various themes, which are designated to user based on user's choice**

Patent Assignee: DIP KK (DIPD-N)

Inventor: TOMITA H

##### Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 11025180	A	19990129	JP 1997188949	A	19970701	199915	B

Priority Applications (no., kind, date): JP 19973534 U 19970502

##### Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 11025180	A	JA	8	5	

### Alerting Abstract JP A

NOVELTY - A theme information memory (8) stores the **classified acquired** information corresponding to various themes, which are **displayed** in a touch panel (1). The individual data of the user is read by a card reader (6) on insertion of the user's card (12). The definite data of information according to user's **choice** is **designated** to the user by a data transmitter (9) after card reading.

USE - For offering advertisements, marketing information etc., in hotel.

ADVANTAGE - Wide range of information is adapted. Transmits information corresponding to **interest** of user, which increases **customer** service. Acquisition becomes easy. The operation is very simple. DESCRIPTION OF

DRAWING(S) - The drawing shows the terminal of information acquisition system. (1) Touch panel; (6) Card reader; (8) Theme information memory; (9) Data transmitter; (12) IC card.

**Title Terms /Index Terms/Additional Words:** INFORMATION; **ACQUIRE**; SYSTEM; HOTEL; INDUSTRIAL; STORAGE; **CLASSIFY**; ACCORD ; VARIOUS; THEME; **DESIGNATED**; USER; BASED; **CHOICE**

### Class Codes

#### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"
G06F-003/033; G06K-017/00			Secondary		"Version 7"

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-C02B1; T01-J05A

7/5/24 (Item 22 from file: 350) [Links](#)

Derwent WPIX

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0009001391 *Drawing available*

WPI Acc no: 1998-556835/199847

XRPX Acc No: N1998-434090

**Selective voice menu system for telephone messaging system - has menu selector which receives call information from individual users of user groups and displays multiple menu levels after selectively entering menu at level discriminated by call information**

Patent Assignee: AT & T CORP (AMTT)

Inventor: KAPLAN A E

#### Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
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US 5818908	A	19981006	US 1996740932	A	19961105	199847	B
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Priority Applications (no., kind, date): US 1996740932 A 19961105

#### Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 5818908	A	EN	6	3	

#### Alerting Abstract US A

The system (10) comprises several user groups (20) which are operatively connected to a communication network (30). A menu **selector** is operatively connected to the communication network. The menu **selector** receives call information from individual user of the user groups including the access number as called number identification.

The access number for each of the user groups is mapped to a single physical line. Multiple menu levels are **displayed** by the menu **selector** which **selectively** enters the menu at a level discriminated by the call information.

USE - For use in banking transactions.

ADVANTAGE - Enables user to bypass unnecessary or undesired menu **selections**, automatically. Achieves efficient menu reduction or paring by allocating different telephone numbers to different groups of users. Facilitates mapping of multiple access numbers for different user groups, on single physical line.

**Title Terms /Index Terms/Additional Words:** **SELECT**; VOICE; MENU; SYSTEM; TELEPHONE; RECEIVE; CALL; INFORMATION; INDIVIDUAL; USER; GROUP; **DISPLAY**; MULTIPLE; LEVEL; AFTER; ENTER; DISCRIMINATE

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
H04M-001/64			Main		"Version 7"
H04M-003/50; H04M-003/64; H04M-007/00			Secondary		"Version 7"

US Classification, Issued: 379067000, 379214000, 379233000, 379243000

File Segment: EPI;

DWPI Class: W01

Manual Codes (EPI/S-X): W01-B03C; W01-C02B4; W01-C02B6; W01-C02B9

7/5/25 (Item 23 from file: 350) [Links](#)

Derwent WPIX

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0008594717 *Drawing available*

WPI Acc no: 1998-130157/199812

XRPX Acc No: N1998-102800

**Interactive on-line spot-metal commodity sale assistance method - involves displaying form to remote seller who enters commodity fields for storage and non-editable display to buyer on request**

Patent Assignee: SPOT METALS ONLINE (SPOT-N)

Inventor: POPOLO C A

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5715402	A	19980203	US 1995554899	A	19951109	199812	B.

Priority Applications (no., kind, date): US 1995554899 A 19951109

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 5715402	A	EN	19	9	

**Alerting Abstract US A**

The spot-metal sale assistance method involves storing preferred units of measure for each user. A data entry form is **displayed** to a remote seller in response to a **request** to post a new item for sale (112). The form includes fields for entry of commodity, dimension of the metal and asking price, requiring the entry of a commodity type by the seller. The form is modified to **display** a set of attributes uniquely associated with the commodity **selected** by the seller. A list of values is **displayed** for an attribute upon **selection** of the attribute by the seller. The commodity, attributes, dimensions, and asking price for the item are stored.

A non-editable version of the entry form is **displayed** in response to a **request** by a prospective buyer. Dimension and asking price data entered by a seller are converted to the preferred units of measure of a prospective buyer prior to **display** of the non-editable version of the entry form.

ADVANTAGE - Allows exchange of information between buyer and seller. Allows buyer to bid tender to seller via e-mail for acceptance or rejection.

**Title Terms /Index Terms/Additional Words:** INTERACT; LINE; SPOT; METAL; COMMODITY; SALE; ASSIST; METHOD; **DISPLAY**; FORM; REMOTE; ENTER ; FIELD; STORAGE; NON; **BUY**; **REQUEST**

**Class Codes**

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-017/60			Main		"Version 7"



US Classification, Issued: 395237000, 395227000

File Segment: EPI;

DWPI Class: T01; T05; W01

Manual Codes (EPI/S-X): T01-H07C1; T01-J05A; T05-L01D; W01-A06E1; W01-A06F; W01-A06G2; W01-A06X

7/5/26 (Item 24 from file: 350) [Links](#)

Derwent WPIX

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0008553663 *Drawing available*

WPI Acc no: 1998-087136/199808

XRPX Acc No: N1998-069147

**Task-based classification and analysis system - uses historical cost information to adjust future budgets and charges in consideration of selected factors e.g. perceived benefit and value of services**

Patent Assignee: PAUL HASTINGS JANOFISKY & WALKER (PAUL-N)

Inventor: PETERSON A C

Patent Family ( 6 patents, 20 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1998000768	A2	19980108	WO 1997US10333	A	19970618	199808	B
AU 199733936	A	19980121	AU 199733936	A	19970618	199825	E
US 6073108	A	20000606	US 1996668579	A	19960621	200033	E
AU 735182	B	20010705	AU 199733936	A	19970618	200143	E
US 6289317	B1	20010911	US 1996668579	A	19960621	200154	E
			US 2000521484	A	20000309		
NZ 333890	A	20020328	NZ 333890	A	19970618	200232	E
			WO 1997US10333	A	19970618		

Priority Applications (no., kind, date): US 2000521484 A 20000309; US 1996668579 A 19960621

Patent Details

Patent Number	Kind	La	Pg	Draw	Filing Notes	
WO 1998000768	A2	EN	30	12		
National Designated States, Original	AU NZ					
Regional	AT BE CH DE DK EA ES FI FR GB GR IE IT LU MC NL PT SE					

Designated States,Original						
AU 199733936	A	EN			Based on OPI patent	WO 1998000768
AU 735182	B	EN			Previously issued patent	AU 9733936
					Based on OPI patent	WO 1998000768
US 6289317	B1	EN			Continuation of application	US 1996668579
					Continuation of patent	US 6073108
NZ 333890	A	EN			PCT Application	WO 1997US10333
					Based on OPI patent	WO 1998000768

### Alerting Abstract WO A2

The classification and analysis system (30) includes an analysis software module (50) and a user interface (36,38,40). The analysis software module (50) establishes and maintains relationships between a number of databases or **hierarchical** tasks lists. The task interface (36,38,40) **provides** user inputs to the analysis e.g. budget information which is associated with particular elements of the databases.

In consideration of historical data models, the user inputs and predetermined relationships between elements of the databases, the system (30) generates information products e.g. task-based budgets (74).

USE - Building and maintaining relationships between **hierarchical** task lists and generating task-based budgets and variance reports.

ADVANTAGE - Enables businesses to accommodate accounting **needs** and preferences of valued **clients**.

**Title Terms** /Index Terms/Additional Words: TASK; BASED; **CLASSIFY**; ANALYSE; SYSTEM; HISTORY; COST; INFORMATION; ADJUST; FUTURE; CHARGE; **SELECT**; FACTOR; PERCEPTION; BENEFICIAL; VALUE; SERVICE

### Class Codes

International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F; G06F-017/00; G06F-017/60; G06F-019/00			Main		"Version 7"

US Classification, Issued: 705008000, 705007000, 705009000, 705030000, 705034000, 705007000, 705008000, 705009000, 705034000

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A1; T01-J05B2

Derwent WPIX

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0007081984 *Drawing available*

WPI Acc no: 1995-107045/199514

XRPX Acc No: N1995-084659

**Accessing real time data in automatic call distribution system - translating requests into executable machine code to form queries to access data in shared memory of host server system**

Patent Assignee: ASPECT TELECOM (ASPE-N)

Inventor: BROUILLET J; EHRLICH J; JOYCE R; ROSLER J

Patent Family ( 7 patents, 20 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1995006380	A1	19950302	WO 1994US9549	A	19940823	199514	B
AU 199514083	A	19950606	AU 199514083	A	19940823	199538	E
EP 715790	A1	19960612	EP 1994926006	A	19940823	199628	E
			WO 1994US9549	A	19940823		
US 5546455	A	19960813	US 1993110902	A	19930824	199638	E
			US 1994364063	A	19941227		
JP 9501809	W	19970218	WO 1994US9549	A	19940823	199717	E
			JP 1995507738	A	19940823		
EP 715790	B1	20020417	EP 1994926006	A	19940823	200227	E
			WO 1994US9549	A	19940823		
DE 69430429	E	20020523	DE 69430429	A	19940823	200241	E
			EP 1994926006	A	19940823		
			WO 1994US9549	A	19940823		

Priority Applications (no., kind, date): US 1994364063 A 19941227; US 1993110902 A 19930824

Patent Details

Patent Number	Kind	Language	Pgs	Draws	Filing Notes	
WO 1995006380	A1	EN	23	6		
National Designated States, Original	CA JP KR					
Regional Designated	AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE					

States,Original						
AU 199514083	A	EN			Based on OPI patent	WO 1995006380
EP 715790	A1	EN	1	1	PCT Application	WO 1994US9549
					Based on OPI patent	WO 1995006380
Regional Designated States,Original	DE FR GB IT					
US 5546455	A	EN	13	6	Continuation of application	US 1993110902
JP 9501809	W	JA	26		PCT Application	WO 1994US9549
					Based on OPI patent	WO 1995006380
EP 715790	B1	EN			PCT Application	WO 1994US9549
					Based on OPI patent	WO 1995006380
Regional Designated States,Original	DE GB					
DE 69430429	E	DE			Application	EP 1994926006
					PCT Application	WO 1994US9549
					Based on OPI patent	EP 715790
					Based on OPI patent	WO 1995006380

#### Alerting Abstract WO A1

The ACD system (10) has several client systems (12) and at least one host server system (13) with a shared memory, (44). The data retrieving and reporting method involves processing a **request** at the host server system from any one of the client systems. The **request** is translated directly into executable machine code contg. all knowledge needed to execute the **request** as a query. The query is executed and consequently, live data is immediately accessed in the shared memory to report results to the requesting client system based only on content in the shared memory.

Pref. a **request** manager in the host system is used to establish timing of processing of all the **requests**. Data is organised in shared memory in a table form for ease of access to information through parsed queries. A database manager module (46) is used to monitor data in a static database (48) and to **provide** relevant information to the shared memory for access by a data access module (42), so that the latter need not access the static database directly. **ADVANTAGE** - Allows flexible querying of real time data shared memory. Maintains integrity of data as **displayed** continuously in real time without adversely impacting performance of underlying background processes.

**Title Terms /Index Terms/Additional Words:** ACCESS; REAL; TIME; DATA; AUTOMATIC; CALL; DISTRIBUTE; SYSTEM; TRANSLATION; **REQUEST**; EXECUTE; MACHINE; CODE; FORM; QUERY; SHARE; MEMORY; HOST; SERVE

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
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H04M-003/00; H04M-003/22			Main		"Version 7"
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US Classification, Issued: 379265000, 379266000, 379279000, 379112000

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-H07C; T01-J08C; W01-B02A1; W01-B03A

7/5/28 (Item 26 from file: 350) [Links](#)

Derwent WPIX

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0004805579 *Drawing available*

WPI Acc no: 1989-177987/198924

**Checkout counter product promotion systemL - compares detected codes of purchased products with stored codes and displays stored messages w.r.t. comparison results**

Patent Assignee: ADV PROMOTION TECHN (ADPR-N)

Inventor: HUMBLE D R

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 4833308	A	19890523	US 1986889351	A	19860724	198924	B
			US 1986889951	A	19860724		

Priority Applications (no., kind, date): US 1986889951 A 19860724; US 1986889351 A 19860724

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 4833308	A	EN	5	2	

#### Alerting Abstract US A

The checkout system a sensor for generating output signals **indicative** of codes. A circuit receives the sensor output signals and generates output signals **selectively** upon correspondence of the code **indication** in such received signals and the code indications of preselected of such products. A second circuit receives the first circuit output signals and stores promotional messages, each stored promotional message relating to predetermined products other than preselected products.

Each predetermined product has common **category** with a respective such preselected product. Output signals **indicative** of the promotional messages are **selectively** generated in response to the first circuit output signals. A **display** receives the second circuit output **presents** the promotional messages in it, the **display** having adaptiveness

to customer input to permit system receipt of customer input responsively related to such **presented** promotional message.

ADVANTAGE - Enhanced computer-assisted product check out.

**Title Terms /Index Terms/Additional Words:** CHECKOUT; COUNTER; PRODUCT; PROMOTE; COMPARE; DETECT; CODE; PURCHASE; STORAGE; **DISPLAY**; MESSAGE; RESULT

#### Class Codes

##### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06K-015/00			Secondary		"Version 7

US Classification, Issued: 235383000, 235432000, 235487000, 364405000

File Segment: EPI;

DWPI Class: T01; W05

Manual Codes (EPI/S-X): T01-J05A; W05-E03

7/5/29 (Item 27 from file: 350) [Links](#)

Derwent WPIX

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0004379770

WPI Acc no: 1988-114351/198817

**DP appts. for identifying potential customers e.g. for publishing - has 2 data bases storing books in print, and identification and product interest of first enquiries**

Patent Assignee: BOOK DATA LTD (BOOK-N)

Inventor: BENNETT R F M

##### Patent Family ( 3 patents, 7 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
EP 265232	A	19880427	EP 1987309272	A	19871020	198817	B
AU 198779967	A	19880421				198824	E
US 4970681	A	19901113	US 1987110268	A	19871020	199048	E

Priority Applications (no., kind, date): GB 198625057 A 19861020; GB 198625183 A 19861021

##### Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
EP 265232	A	EN	5	1	

Regional Designated States,Original	DE ES FR GB NL
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### Alerting Abstract EP A

The data furnishing apparatus comprises an assembly of bibliographic information concerning **publications** in print. The information includes a subject classification for each individual **publication**. Assembly information is **provided** on **request** to first enquirers. The apparatus also includes an assembly of data on the first enquirers including their identification and their subject interest. On **request** a publisher can be **provided** with the interests of the user as to subject, readership level and content description.

The information given can include up to data market profiles of **customers** with an active **interest** in purchasing, for example, British books. A publisher can be **provided** with a note of which of his titles have appeared on book lists **provided** to the first enquirers.

USE/ADVANTAGE - Pharmaceuticals or vehicle components. Greater and more precise searching.

**Title Terms /Index Terms/Additional Words:** APPARATUS; IDENTIFY; POTENTIAL; CUSTOMER; **PUBLICATION**; DATA; BASE; STORAGE; BOOK; PRINT; PRODUCT; INTEREST; FIRST; ENQUIRY; DATA; PROCESS

### Class Codes

#### International Patent Classification

IPC	Class Level	Scope	Position	Status	Version Date
G06F-001/00			Main		"Version 7"
G06F-015/21			Secondary		"Version 7"

US Classification, Issued: 395700000, 364DIG002, 364419000, 364918000, 364927200, 364928000, 364930000, 364963000, 364963100, 364974000, 364974100, 364974400, 364974600

File Segment: EPI;

DWPI Class: T01

Manual Codes (EPI/S-X): T01-J05A; T01-J05B

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[File 2] **INSPEC 1898-2007/Mar W2**

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[File 35] **Dissertation Abs Online 1861-2007/Feb**

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*\*File 583: This file is no longer updating as of 12-13-2002.*

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; d s
Set      Items  Description
S1       14828  S (SURVEY OR QUESTIONNAIRE OR QUESTIONNAIRE OR INTEREST? OR NEEDS) (5N)
(CUSTOMER? ? OR CLIENT? ? OR BUYER? ? OR PURCHASER? ? OR PURCHASER OR REFERRAL? ?)
S2       3208595 S ORDER? ? OR REQUEST?? OR REQUISITION? OR BUY? ? OR BOUGHT OR ACQUIRE? ?
OR CHOOS??? OR CHOSEN OR SELECT??? OR SHOP? ? OR TRANSACTION? ?
S3       483181  S HIERARCH? OR RANK OR RANKED OR GRADED OR TREE(2N) STRUCTURE OR
CLASSIF??? OR RELATIONAL OR CATEGORY OR CATEGORI? OR LEVEL? (1W) INTEREST
S4       435799  S CATALOG? ? OR CATALOGUE? ? OR BOOKLET? ? OR PORTFOLIO? ? OR ALBUM? ? OR
DISPLAY? OR WEBPAGE? ? OR WEB()PAGE? ? OR PUBLICATION? ? OR HOMEPAGE? ? OR HOME()PAGE? ?
S5       7453961 S ADVICE OR ADVISE OR OFFER? ? OR SUGGEST??? OR PROPOS??? OR PRESENT? OR
MAK??? (3W) (AVAILABLE OR ACCESSIBLE) OR PROVIDE? ? OR RECOMMEND? OR REFER? ? OR REFERR???
CHOICE? ? OR SELECT? OR SPECIFY??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR CHOSE? ?
S6              12  S S1 AND S2 AND S3 AND S4 AND S5
S7              12  RD (unique items)
S8              11  S S7 NOT PY>2002
; t s8/3,5/1-11
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8/5/1 (Item 1 from file: 2) Links

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INSPEC

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08389277 INSPEC Abstract Number: C2002-11-6130-012



**Title:** Learning to change taxonomies

**Author** Eneva, E.; Petrushin, V.A.

**Author Affiliation:** Center for Automated Learning & Discovery, Carnegie Mellon Univ., Pittsburgh, PA, USA

**Journal:** Proceedings of the SPIE - The International Society for Optical Engineering **Conference Title:** Proc. SPIE - Int. Soc. Opt. Eng. (USA) vol.4730 p. 366-73

**Publisher:** SPIE-Int. Soc. Opt. Eng ,

**Publication Date:** 2002 **Country of Publication:** USA

**CODEN:** PSISDG **ISSN:** 0277-786X

**SICI:** 0277-786X(2002)4730L:366:LCT;1-F

**Material Identity Number:** C574-2002-241

**U.S. Copyright Clearance Center Code:** 0277-786X/02/\$15.00

**Conference Title:** Data Mining and Knowledge Discovery: Theory, Tools, and Technology IV

**Conference Sponsor:** SPIE

**Conference Date:** 1-4 April 2002 **Conference Location:** Orlando, FL, USA

**Language:** English **Document Type:** Conference Paper (PA); Journal Paper (JP)

**Treatment:** Practical (P)

**Abstract:** Taxonomies are valuable tools for structuring and representing our knowledge about the world. They are widely used in many domains, where information about species, products, **customers**, **publications**, etc. **needs** to be organized. In the absence of standards, many taxonomies of the same entities can co-exist. A problem arises when data **categorized** in a particular taxonomy needs to be used by a procedure (methodology or algorithm) that uses a different taxonomy. Usually, a labor-intensive manual approach is used to solve this problem. This paper describes a machine learning approach which aids domain experts in changing taxonomies. It allows learning relationships between two taxonomies and mapping the data from one taxonomy into another. The **proposed** approach uses decision trees and bootstrapping for learning mappings of instances from the source to the target taxonomies. A C4.5 decision tree **classifier** is trained on a small manually labeled training set and applied to a randomly **selected** sample from the unlabeled data. The classification results are analyzed and the misclassified items are corrected and all items are added to the training set. This procedure is iterated until unlabeled data is available or an acceptable error rate is reached. In the latter case the last **classifier** is used to label all the remaining data. We test our approach on a database of products obtained from a grocery store chain and find that it performs well, reaching 92.6% accuracy while requiring the human expert to explicitly label only 18% of the entire data. ( 13 Refs)

**Subfile:** C

**Descriptors:** data mining; decision trees; learning (artificial intelligence); pattern classification

**Identifiers:** machine learning; domain experts; taxonomy change learning; data mapping; decision trees; bootstrapping; C4.5 decision tree **classifier**; manually labeled training set; randomly **selected** sample; unlabeled data; misclassified item correction; training set; grocery store chain; product database

**Class Codes:** C6130 (Data handling techniques); C6170K (Knowledge engineering techniques ); C1160 (Combinatorial mathematics); C6160 (Database management systems (DBMS)); C1250 (Pattern recognition)

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8/5/2 (Item 2 from file: 2) [Links](#)

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INSPEC

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07548192 **INSPEC Abstract Number:** B2000-05-6210-007, C2000-05-7410F-027

**Title:** Network Map: visualising telecommunications service

**Author** Kenyon, J.; Briggs, P.

**Author Affiliation:** West Inf. Technol. Inc., CO, USA

**Journal:** Journal of Knowledge Management vol.4, no.1 p. 56-63

**Publisher:** MCB University Press ,

**Publication Date:** 2000 **Country of Publication:** UK

**CODEN:** JKMAFW **ISSN:** 1367-3270

**SICI:** 1367-3270(2000)4:1L:56:NVT;1-3

**Material Identity Number:** H405-2000-001

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Practical (P)

**Abstract:** In order to propose an evolutionary path for a large business' telecommunications service, one needs a synoptic view of that customer's existing services suitable for systemic analysis. Only with such a view can a telecommunications provider enter into a truly consultative relation with large customers. The paper considers how the Network Map application provides such a view by displaying service information contained in a conventional relational database through a hyperbolic tree viewer. ( 3.Refs)

**Subfile:** B C

**Descriptors:** data visualisation; relational databases; telecommunication computing; telecommunication services

**Identifiers:** Network Map; telecommunications service visualization; large business telecoms service;

telecommunications provider; relational database; hyperbolic tree viewer

**Class Codes:** B6210 (Telecommunication applications); C7410F (Communications computing); C6130B (Graphics techniques); C6160D (Relational databases)

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8/5/3 (Item 3 from file: 2) Links

Fulltext available through: USPTO Full Text Retrieval Options

INSPEC

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07203734

**Title:** Multifunction moves [fax]

**Author** Kempf, M.

**Journal:** Office Equipment News p. 18, 20-1

**Publisher:** Wilmington Publishing ,

**Publication Date:** Feb. 1999 **Country of Publication:** UK

**CODEN:** OEINET **ISSN:** 0030-0187

**Material Identity Number:** B509-1999-002

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Economic aspects (E)

**Abstract:** When the multifunction fax product (or MFP) concept began in the early 80s the fax machine was sold to double up as a convenience copier. Now most of the new breed of MFPs also offer colour or mono printing, mono faxing, scanning, optical character recognition, local copying and a PC link. The latest forecasts predict that 2000, around 60 per cent of UK machines sold will be MFPs. The majority of these products will be sold off the shelf, via retail channels and from catalogues, suggesting businesses are becoming more knowledgeable about MFPs.

However, buyers still need more assistance to buy the model that best fits their application. Categorising MFPs would help clarify the perception and purchasing of them by consumers, and manufacturers must do a better job of

understanding the perceptions and satisfying the **needs** of potential **customers** in the business sector. ( 0 Refs)

**Subfile:** D

**Descriptors:** facsimile equipment; image scanners; optical character recognition; photocopying; printers; printing; purchasing

**Identifiers:** multifunction fax machines; colour printing; mono printing; mono faxing; scanning; optical character recognition; local copying; PC link; UK market; retail channels; **catalogues**; businesses; purchasing; manufacturers

**Class Codes:** D4040 (Facsimile); D5030 (Printers and other peripherals); D3010 ( Copiers and copy boards); D3045 (Records management systems)

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8/5/4 (Item 4 from file: 2) [Links](#)

Fulltext available through: [USPTO Full Text Retrieval Options](#)  
INSPEC

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03158441 **INSPEC Abstract Number:** C84001871, D83001436

**Title:** Buyer's guide to \$2500-\$4000 systems

**Author** Christian, M.

**Journal:** Microcomputing vol.7, no.10 p. 66-73

**Publication Date:** Oct. 1983 **Country of Publication:** USA

**CODEN:** MIRCDC **ISSN:** 0744-4567

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** General, Review (G); Practical (P)

**Abstract:** For comparison purposes microcomputer systems are broken down into 11 **categories**. These cover: manufacturer; model; dimensions; weight; current price (October 1983); microprocessor type; bit configurations; memory capacity; disk drive capacity and size; operating system; hard disk capacity and size; **display** format; colour option; and interfaces. The **survey** may aid the prospective **purchaser** in deciding which system to **buy**. ( 0 Refs)

**Subfile:** C D

**Descriptors:** computer **selection** and evaluation; microcomputers

**Identifiers:** buyer's guide; disk drive size; hard disk size; microcomputer systems; microprocessor type; bit configurations; memory capacity; disk drive capacity; operating system; hard disk capacity; **display** format; colour option; interfaces; survey

**Class Codes:** C0310H (Equipment and software evaluation methods); C5430 (Microcomputers) ; D5010D (Selection guides)

8/5/5 (Item 1 from file: 35) [Links](#)

Dissertation Abs Online

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01713478 ORDER NO: AADAA-I9947346

**Therapists' implicit gender stereotypes regarding personality traits and their influences on interventions with depressed clients: An analogue study**

**Author:** Rencher, Laura Lee

**Degree:** Ph.D.

**Year:** 1999

**Corporate Source/Institution:** The University of Texas at Austin ( 0227 )

**Supervisor:** Lucia Albino Gilbert

**Source:** Volume 6009B of Dissertations Abstracts International.

**PAGE** 4905 . 120 PAGES

**Descriptors:** PSYCHOLOGY, CLINICAL ; PSYCHOLOGY, PERSONALITY

**Descriptor Codes:** 0622; 0625

This dissertation used an analogue study format to explore the reproduction of gender in psychotherapeutic interactions with depressed clients. Using theory based on the Model of the **Display** of Gender-Related Behaviors (Deaux & Major, 1987), the study focused on interventions **chosen** by 92 counseling psychology and clinical psychology doctoral students in response to vignettes about depressed male and female clients. These interventions were conceptualized as immediate contextual influences on coping behaviors of depressed female and male clients. The interventions were divided into **categories** of Emotion-focused and Instrumental-focused based on current research on people coping with depression. Participants were hypothesized to respond differently to male and female client vignettes. More specifically, therapist-in-training were predicted to use Emotion-focused interventions, which are congruent with female gender stereotype and encourage related behaviors, more with the female clients than with the male clients. Similarly, participants were predicted to use Instrumental-focused interventions, which encourage men to behave in congruence with male gender stereotypes, more with the male clients than the female clients.

A survey instrument was developed for the purpose of this study. It contained stimulus client vignettes and possible interventions that might be used with each client. Participants were asked to rate each intervention as to how likely they would be to use the intervention in response to the client in the vignette.

Contrary to predictions, the results revealed no systematic significant differences between use of interventions with the female and male depressed clients depicted in the vignettes. Participants were also asked about their use of Emotion-focused or Instrumental-focused interventions with the male and female clients that they, themselves treated. Consistent with the study's underlying assumption, respondents reported that they used instrumental-focused interventions more with men than with women clients. Other measures included in the study **indicated** that the participants viewed men and women in accordance with gender stereotypes. Ways to further explore gender dynamics and processes in psychotherapy are discussed.

8/5/6 (Item 2 from file: 35) [Links](#)

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01634035 ORDER NO: AADMQ-26308

**THE CPS DICTIONARY: A PRESCRIPTIVE TERMINOLOGICAL WORK? (CANADIAN PARKS SERVICE)**

**Author:** CHANG, LESLIE-ANN

**Degree:** M.A.

**Year:** 1996

**Corporate Source/Institution:** UNIVERSITY OF OTTAWA (CANADA) ( 0918 )

**Adviser:** RODA P. ROBERTS

**Source:** Volume 36/04 of MASTERS ABSTRACTS. of Dissertations Abstracts International.

**PAGE** 905 . 155 PAGES

**Descriptors:** LANGUAGE, MODERN ; INFORMATION SCIENCE

**Descriptor Codes:** 0291; 0723  
**ISBN:** 0-612-26308-8

The Canadian Parks Service (CPS) dictionary is a specialized work which was conceived to **provide** standardized preferred terms for and definitions of the artifacts found in the CPS collections, in **order** to (i) help CPS collections managers to identify, **classify**, and **catalogue** artifacts, (ii) allow them to exchange information in a clear and unambiguous fashion, and (iii) facilitate the automation and centralization of information from the various CPS sites. Because of its goal of standardization, the CPS dictionary calls for a prescriptive approach rather than a descriptive one.

Whereas in descriptive terminology standards are set by usage, in prescriptive terminology, standards are artificially imposed in an attempt to eliminate ambiguity and to ensure transparency of communication. In **order** to achieve this ideal of clear and unambiguous communication, prescriptive terminology attempts to (i) delimit concepts with precision, (ii) establish coherent conceptual networks, and (iii) eliminate ambiguous term-concept relations. In **order** to achieve these prescriptive goals, terminologists must adhere to fundamental principles and prescribed methods.

Analysis of the CPS methodology as well as its records reveal that, despite its goal of standardization, the CPS dictionary does not fully comply with the tenets of prescriptive terminology, and consequently, does not fully achieve the ideal of clear and transparent communication. Deviations from these tenets can be attributed to both the nebulous nature of the field of artifacts and certain practices imposed by **client needs** on terminologists involved in the dictionary.

8/5/7 (Item 3 from file: 35) [Links](#)

Dissertation Abs Online

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01337249 ORDER NO: AAD94-07562

**IDENTIFICATION OF PERFORMANCE OUTCOMES REQUIRED OF HUMAN RESOURCE DEVELOPMENT PROFESSIONALS IN ORDER TO DEVELOP QUALITY PROGRAMS CONSISTENT WITH THE MALCOLM BALDRIGE AWARD CRITERIA**

**Author:** GUNN, SUSAN CAPPO

**Degree:** ED.D.

**Year:** 1993

**Corporate Source/Institution:** FLORIDA ATLANTIC UNIVERSITY ( 0119 )

**Advisers:** ARTHUR BURRICHTER; LUCY GUGLIELMINO

**Source:** Volume 5410A of Dissertations Abstracts International.

PAGE 3654 . 218 PAGES

**Descriptors:** EDUCATION, ADULT AND CONTINUING; BUSINESS ADMINISTRATION, MANAGEMENT; EDUCATION, HIGHER

**Descriptor Codes:** 0516; 0454; 0745

This research expanded the role of the human-resource development (HRD) professional in several ways. The study solicited consensus on results (performance outcomes) required of the HRD professional in **order** to develop quality programs consistent with the Malcolm Baldrige Award Criteria. In addition, the study generated a listing of performance outcomes to be considered in program planning for college, university, and technical training programs of post-secondary institutions.

The Delphi technique applied in this research used a series of four questionnaires to identify the performance

outcomes that were distributed among the seven Baldrige **categories**: Leadership, Information and Analysis, Strategic Quality Planning, Human Resource Utilization, Quality Assurance of Products and Services, Quality Results, and Customer Satisfaction.

The data were analyzed by Baldrige **category** and by professional groups defined for this research: business management, quality management, and human resource development. The expert participants, who were highly experienced in their fields and recognized nationally through professional associations and **publications**, identified 85 performance outcomes. Of these, 54 met the criteria and conditions established for acceptance.

The analysis of variance computed on the grand mean of each Baldrige **category** on Questionnaires Three and Four showed no statistically significant differences in the ratings of the three professional groups. However, specific differences in professional groups on individual statements within the Baldrige **categories** can be noted. In addition, the data seem to **indicate** that not all of the seven Baldrige **categories** share the same importance in defining the role of the HRD professional. The Human Resource Utilization **category** had the highest number of statements identified that remained within the criteria established. The highest rated statement was in the **Customer Satisfaction category**.

On **Questionnaire Four** participants **chose** 44 outcomes that would be worthwhile to consider in program planning for post-secondary institutions. The data show that the four **chosen** most often contained a measurement requirement.

The consensus reached on the performance outcome statements can **provide** a basis for further exploration of the role of the HRD professional in the development of quality programs. The study **suggests** additional research with larger groups to validate the outcomes.

8/5/8 (Item 4 from file: 35) [Links](#)

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753155 ORDER NO: AAD81-17637

## **ETHICS IN MUSIC THERAPY: A PROGRAMMED TEXT**

**Author:** MARANTO, CHERYL DILEO

**Degree:** PH.D.

**Year:** 1981

**Corporate Source/Institution:** THE LOUISIANA STATE UNIVERSITY AND AGRICULTURAL AND MECHANICAL COL. ( 0107 )

**Source:** Volume 4203A of Dissertations Abstracts International.

PAGE 1043 . 378 PAGES

**Descriptors:** EDUCATION, MUSIC

**Descriptor Codes:** 0522

The purpose of this study was to develop a programmed text to teach the subject of professional ethics to music therapy students and professional music therapists. This study was undertaken in response to a mandate from the National Association for Music Therapy requiring the inclusion of professional ethics in the undergraduate music therapy curriculum. Data from four surveys were utilized in the development of the text.

For the first survey, a questionnaire was sent to all university music therapy directors in the United States. Questionnaire items concerned how the subject of ethics is taught, materials used, and course titles. Analysis of thirty-nine questionnaires returned **indicated** that the subject of ethics was most frequently taught as part of another course. Also, respondents **indicated** a need for educational materials on professional ethics in music therapy.

Survey II involved the eliciting of codes of ethics from 181 education and health care organizations. Sixty codes

of ethics were received and utilized in the development of the text.

In survey III, fifty music therapists, who had been **selected** at random, were asked to **choose** the best solution to fifty-six ethical problem situations. They were asked also to rate the importance of each situation on a scale from one (unimportant) to seven (extremely important). Ethical areas considered most important by respondents included client welfare, **client-therapist relationships**, and confidentiality.

In survey IV, eleven experts on professional behavior in music therapy received 291 ethical problem situations. They were asked to **select** the best solution to each problem, and rate the importance of each of a scale from one (unimportant) to seven (extremely important). Respondents agreed unanimously 25% of the time on choices of solutions to problem situations.

The programmed text consisted of ninety problem ethical situations drawn from surveys III and IV. Each situation was followed by four possible solutions to the problem, or four judgments concerning the problem. The best solutions to the problem situations followed each in a programmed text format. Excerpts from codes of ethics were used to support the choice of solutions. A discussion section was also included for each situation. The situations were grouped according to content and placed in one of four **categories** dealing with organizational and interprofessional relationships; clinical relationships; educational and training relationships; and research precautions and **publication** credits. Conclusions and **recommendations** included an assertion regarding the need for frequent update and review of educational materials on professional ethics in music therapy.

8/5/9 (Item 1 from file: 583) [Links](#)

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06627230

'Valoriser les sucres spZciaux qui reprZsentent 25% du CA'

FRANCE: AUCHAN FAVOURS SPECIAL SUGARS

Points de Vente ( PDV ) 29 Apr 1998 p.42

Language: FRENCH

According to Antoine Letard, the head of the sweet groceries national purchasing group for Auchan, the French retail giant, Auchan intends to increase the special sugar market shares in its stores. These represent 25% of the sugar department turnover at **present**. In **order** to do this, special sugars are **displayed** to advantage in the department through merchandising and point-of-sale **display**. In addition there is a **selection** of 20 products, which meets the **needs** of **customers** who look for products which have increasingly high quality. The sweetener market is sluggish because this market has just arrived at maturity. It is dominated by Monsanto's Canderel, but the private labels are gaining ground, and now **rank** second on the market, mainly because their price is much lower than that of the market leader.

**Company:** MONSANTO; CANDEREL; AUCHAN

**Product:** Hypermarkets (5321); Grocery Stores (5411); Refined Sugar (2060RS);

**Event:** Marketing Procedures (24); Market & Industry News (60 );

**Country:** France (4FRA);

8/5/10 (Item 2 from file: 583) [Links](#)

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05638248

## **Management (The Growing Business)**

### **UK - CALLING LENDERS TO ACCOUNT**

Financial Times (C) 1992 ( FT ) 19 January 1993 p11

The uneasy relationship between the banks and a sizeable minority of their small business customers has **provided** fuel for an acrimonious debate which has rumbled on for the past five years. It was given fresh impetus by the **publication** last week of a new study\* of the banks - the fifth in a series - by the Forum of Private Business. The forum, normally the most pugnacious of the small business lobby groups, took pains to stress the improvements which have occurred and to emphasise the need for a constructive debate. The study, carried out by a team from Nottingham University, found that there was no foundation to the oft-repeated claim that the banks had not passed on base rate cuts to customers. There was also a greater differentiation in the quality of service offered which the forum took as proof the banks did not operate a cartel. Barclays **ranked** most highly for the quality of service to small businesses, while Lloyds lagged a poor fourth. But beneath this rather optimistic gloss the survey comes to some worrying conclusions about the banks' performance. There are still 'substantial weaknesses' in the banking relationship and indications that, in the event of economic recovery, banks would not be well placed to respond to an increase in demand for funds from businesses. Bank charges, interest rates and the banks' demand for collateral remain important constraints on small firms, said Martin Binks, head of the research team. The **publication** of business charters and tariff cards by the larger banks has helped businesses calculate their likely charges. But there remains 'genuine pessimism' about the overall impact of the charters on bank attitudes, the survey reported. For reasons which were not clear to the researchers, the Scottish Banks - Royal Bank of Scotland, Bank of Scotland and Clydesdale - outshone their English counterparts in the quality of service **provided**. Possible reasons include the fact that the Scottish banks are smaller, easier to manage and can afford to be more **selective** in their choice of **customer**. The forum **survey** covered more than 6,000 businesses and **provides** a valid cross-section of the small business community.

Copyright: Financial Times Ltd 1992

**Product:** SME Advisory Centres (6010AC); Clearing Banks (6010CB);

**Event:** SERVICE STANDARD (36); SERVICE QUALITY (36);

**Country:** United Kingdom (4UK); OECD Europe (415); European Economic Community Countries (419); NATO Countries (420); South East Asia Treaty Organisation (913);

8/5/11 (Item 3 from file: 583) [Links](#)

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01952390

## **SURVEY OF CUSTOMER DEMAND FOR EXTRA PHONE SERVICES**

### **US - SURVEY OF CUSTOMER DEMAND FOR EXTRA PHONE SERVICES**

Telephony ( TLY ) 30 May 1988 p26

ISSN: 0040-2656

A 5-page article reports on a survey carried out by McKinsey on the demand from residential and small and large



business customers for telephone services. The results were **classified** into customer satisfaction, customer calling services, one-stop shopping, and differentiated levels of service groups and there was satisfaction with basic services but it was found that several customers would wish to pay an extra charge for special services. There was demand for call waiting, call forwarding, 3- way calling and speed dialling which was not at all tapped by **present** penetration rates. An express service that would respond to demands for repairs and installation within four hours would be subscribed to by 51% of respondents if priced at USDlr1 per month, 32% of respondents if at USDlr 3 per month and 20% of respondents if at USDlr5 per month. 33% of respondents stated they would **buy** calling-party **display** if priced at USDlr2 per month.

**Product:** Communications (4800);

**Event:** MARKET & INDUSTRY NEWS (60);

**Country:** United States (1USA); NATO Countries (420); South East Asia Treaty Organisation (913);

show files

[File 9] **Business & Industry(R)** Jul/1994-2007/Mar 19

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[File 20] **Dialog Global Reporter** 1997-2007/Mar 20

(c) 2007 Dialog. All rights reserved.

[File 476] **Financial Times Fulltext** 1982-2007/Mar 20

(c) 2007 Financial Times Ltd. All rights reserved.

[File 610] **Business Wire** 1999-2007/Mar 20

(c) 2007 Business Wire. All rights reserved.

*\*File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.*

[File 613] **PR Newswire** 1999-2007/Mar 20

(c) 2007 PR Newswire Association Inc. All rights reserved.

*\*File 613: File 613 now contains data from 5/99 forward. Archive data (1987-4/99) is available in File 813.*

[File 624] **McGraw-Hill Publications** 1985-2007/Mar 20

(c) 2007 McGraw-Hill Co. Inc. All rights reserved.

*\*File 624: Homeland Security & Defense and 9 Platt energy journals added Please see HELP NEWS624 for more*

[File 634] **San Jose Mercury** Jun 1985-2007/Mar 16

(c) 2007 San Jose Mercury News. All rights reserved.

[File 636] **Gale Group Newsletter DB(TM)** 1987-2007/Mar 19

(c) 2007 The Gale Group. All rights reserved.

[File 810] **Business Wire** 1986-1999/Feb 28

(c) 1999 Business Wire . All rights reserved.

[File 813] **PR Newswire** 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc. All rights reserved.

[File 47] **Gale Group Magazine DB(TM)** 1959-2007/Mar 09

(c) 2007 The Gale group. All rights reserved.

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Set	Items	Description
S1	766407	S (SURVEY OR QUESTIONNAIRE OR QUESTIONNAIRE OR INTEREST? OR NEEDS) (5N) (CUSTOMER? ? OR CLIENT? ? OR BUYER? ? OR PURCHASER? ? OR PURCHASER OR REFERRAL? ?)
S2	21963627	S ORDER? ? OR REQUEST?? OR REQUISITION? OR BUY? ? OR BOUGHT OR ACQUIRE? ? OR CHOOS??? OR CHOSEN OR SELECT??? OR SHOP? ? OR TRANSACTION? ?
S3	3587531	S HIERARCH? OR RANK OR RANKED OR GRADED OR TREE(2N) STRUCTURE OR CLASSIF??? OR RELATIONAL OR CATEGORY OR CATEGORI? OR LEVEL? (1W) INTEREST

S4 6433892 S CATALOG? ? OR CATALOGUE? ? OR BOOKLET? ? OR PORTFOLIO? ? OR ALBUM? ? OR DISPLAY? OR WEBPAGE? ? OR WEB()PAGE? ? OR PUBLICATION? ? OR HOMEPAGE? ? OR HOME()PAGE? ?  
 S5 32367392 S ADVICE OR ADVISE OR OFFER? ? OR SUGGEST??? OR PROPOS??? OR PRESENT? OR MAK??? (3W) (AVAILABLE OR ACCESSIBLE) OR PROVIDE? ? OR RECOMMEND? OR REFER? ? OR REFERR??? OR CHOICE? ? OR SELECT? OR SPECIFY??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR CHOSE? ?  
 S6 781 S S1 (20N) S2 (20N) S3 (20N) S4 (20N) S5  
 S7 436 S S6 NOT PY>2002  
 S8 348 RD (unique items)  
 S9 11696347 S DECISION? OR DETERMINATION? ? OR OUTCOME? ? OR SELECTION OR CHOICE? ? OR OPTION? ?  
 S10 105 S S8 (20N) S9  
 S11 105 RD (unique items)  
 ; t s11/3,k/1-105

11/3,K/1 (Item 1 from file: 9) [Links](#)

Business & Industry(R)

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02825354 Supplier Number: 25332338 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Masses' Mattress Mania: Are They Sleeping Giants**

HFN , v 76 , n 34 , p 1+

August 26, 2002

**Document Type:** Journal; Survey **ISSN:** 1082-0310 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 1570 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...you can get some sense of it, but like car batteries, they sell the narrowest **selection** they can, but they give you a great price," Epperson said.

Britt Beemer, president of...

...that is significantly higher than what some of those stores sell anything else at. That **customer needs** some assurance that they are making the right **decision**."

The mattress suppliers, of course, are eager to put their beds on the mass floors...

11/3,K/2 (Item 2 from file: 9) [Links](#)

Business & Industry(R)

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02693273 Supplier Number: 25141445 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Surviving the deep freeze: retailers, once lacking a viable freezer case setting, are deploying new strategies to bring customers into the cold.**

**( Convenience food stores place new emphasis on frozen food sales; examples provided )**

Convenience Store News , v 38 , n 2 , p 47(3)

February 11, 2002

**Document Type:** Journal **ISSN:** 0194-8733 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 1427 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...vegetables, chicken and breakfast foods are usually planned.  
Pizzas, ice  
cream and new products are bought on impulse. The Frozen Food Age  
focus group found that consumers were basically unhappy with the  
selection of sizes. Most portions, they said, are too small.

What all of this means for...

11/3,K/3 (Item 3 from file: 9) Links

Business & Industry(R)

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02223402 Supplier Number: 25783537 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Penney's Online Business Is Bright Spot at Troubled Retailer**

**( JCPenney.com expecting online sales of \$300 mil for 2000; Web site fulfills more than 40,000 orders per week; online Penney's shoppers spend an average of more than \$100 per transaction )**

Women's Wear Daily , v 180 , n 19 , p 1+

July 31, 2000

**Document Type:** Journal **ISSN:** 0149-5380 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 1124 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...Web site," noted the e-commerce president. "With the Internet, we  
can  
also broaden our selection and content as customers'  
needs and tastes change."

Currently, Penney's is redesigning major portions of the site to be...

11/3,K/4 (Item 4 from file: 9) Links

Business & Industry(R)

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02199630 Supplier Number: 25759428 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Australian Web Music Merchant To Install Kiosks At Retail Chain**

**( ChaosMusic signs agreements to open Chaos Bars in Strathfield electronics stores; Australian on-line music sales for 2000 are projected around \$65.6 mil and ChaosMusic's target share is 20% )**

Billboard , v 112 , n 27 , p 43+

July 01, 2000

**Document Type:** Journal **ISSN:** 0006-2510 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 360 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...to settle the best mix of product. Our intention is to include top 10 CD

albums, top 10 DVDs, top 10 games, and a selection of recommended top sellers--two in each category."

He says online music sales in Australia are set to total around \$65.6 million...

11/3,K/5 (Item 5 from file: 9) Links  
Business & Industry(R)

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02086271 Supplier Number: 25601005 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Industry licensing leader pushes aftermarket items**

**( NASCAR introduces marketing promotion to boost its automotive aftermarket licensing program; the promotion will run from 3/2000-6/2000 and will include a sweepstakes, online, print, radio and TV advertising )**

Discount Store News , v 39 , n 4 , p 25

February 21, 2000

**Document Type:** Journal **ISSN:** 0012-3587 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 651 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...manufacturer," Lloyd said. "Our logo is on their product and assists customers making a purchasing decision. That gives the retailer the ability to create marketing and promotional campaigns on selected products." Within CSK stores, those products include Excede batteries and

various Prestone items, and the...

11/3,K/6 (Item 6 from file: 9) Links

Business & Industry(R)

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01952848 Supplier Number: 25428150 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**A Profit Opportunity**

**( Chain drug retailing philosophy incorporates convenience food and beverages as part of overall convenience strategy )**

Chain Drug Review , v 21 , n 15 , p C3

September 13, 1999

**Document Type:** Journal ISSN: 0164-9914 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 816 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...availability are also very important to maximize sales. Having chilled availability and warm shelf availability **presents** the consumer with two **options** -- immediate consumption and take-home for later use. Bottled water is a very high-turn...

11/3,K/7 (Item 7 from file: 9) Links

Business & Industry(R)

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01875636 Supplier Number: 24684480 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**STUDY: E-Commerce Sites Not Living Up To Name**

**( Study finds only 44% of Web sites have primary links for prospective employees on home pages, just one piece of evidence that e-commerce sites do not tap the Web's potential )**

Computer Retail Weeki , p na

June 16, 1999

**Document Type:** Electronic Journal ISSN: 1066-7598 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 320 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...22 percent of sites have information about their corporate culture.

\* Only 4 percent of companies **provided** a reduced bandwidth or text only-**option**.

\* Plug-ins are required on 19 percent of the sites for optimal viewing.

"One of...

11/3,K/8 (Item 8 from file: 9) [Links](#)

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01185862 Supplier Number: 23796375 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**H-E-B Local Drive Hits High Gear**

**( HE Butt Grocer (San Antonio, TX) is speeding up its local marketing push, as illustrated by the naming of 37-year veteran Harvey Mabry senior vice president and general manager of its core division )**

Supermarket News , v 47 , n 6 , p 6+

February 10, 1997

**Document Type:** Journal ISSN: 0039-5803 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 796 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...be more involved in the process of identifying local needs and communicating this to the **category** managers for inclusion in the store mix of products.

"H-E-B serves all neighborhoods, but our product **selection** is not tailored to the neighborhood to the extent we think is possible," he added

...

11/3,K/9 (Item 9 from file: 9) [Links](#)

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01118234 Supplier Number: 23707099 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Category killers stalk home health**

**( Superstores addressing aging population and baby boomers are welcomed by communities and the media )**

Drug Store News , v 18 , n 19 , p 12+

November 18, 1996

**Document Type:** Journal ISSN: 0191-7587 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 2639 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...Good Care. "The image that comes to most people's minds is a small, dark shop with limited choice, high prices and lots of confusion. We have created an entirely new approach. Our superstore...

11/3,K/10 (Item 10 from file: 9) Links

Business & Industry(R)

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01074805 Supplier Number: 23655962 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Japan: Retail structure and discounting**

**( The market is gradually becoming more flexible and it is likely that a downward pressure on prices will result and selective retailers will be forced increasingly into a niche )**

European Cosmetic Markets , v 13 , n 10 , p 369+

October 1996

**Document Type:** Journal ISSN: 0957-1515 ( United Kingdom )

**Language:** English **Record Type:** Fulltext

**Word Count:** 1513 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...In a bid to counter this development, speciality stores have extended their ranges of self-selection items. Manufacturers have also responded -- both Revlon and Shiseido have launched self-selection lines to offset declining prestige sector sales. Revlon introduced Revlon Self Service which is reported...

...Japan by 10% whilst Shiseido refined its portfolio reorganising all its brands into two existing categories: "Cosmetics" for those seeking face-to-face consultations and "Cosmenity" products for "self-selection" marketed in general merchandising and convenience stores. According to a statement from Yoshiharu Fukuhara, president...

...group, we are honing the skills of in-store consultants, enhancing their responsiveness to the needs of individual customers... ." 'Self-selection' marketing is aimed at customers who prefer to choose products without professional assistance. We are currently refining our 'self-selection' services by developing attractive brand images and expanding in-store marketing by, for example, creating...

...expected to increase their shares of sales as the market opens up. Supermarket chain, Daiei offers discounts of 15-20% on self-



selection items yet also provides in-store beauty consultants, a further blow to keiretsu retailers, seidobin manufacturers and department stores...

11/3,K/11 (Item 11 from file: 9) [Links](#)

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00754097 Supplier Number: 23165920 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**PLATINUM & YOU: BACK-TO-BACK WINNERS**

( There is a growing consumer interest in platinum jewelry due to marketing and education by the Platinum Guild International and a wider selection of product )

Jewelers' Circular-Keystone , v CLXVI , n 4 , p 63+

April 1995

**Document Type:** Journal **ISSN:** 1070-0242 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 1972 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...be merchandised carefully for maximum impact. They point to the need to stock a significant selection and to keep it together in the showcase, grouping it by category or designer. Then top it off with signs and other display props to make a...

11/3,K/12 (Item 12 from file: 9) [Links](#)

Business & Industry(R)

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00656288 Supplier Number: 23185415 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Dayton's Kiosks Sell**

( Dayton Hudson Corp's department store division installing kiosks, combining gift registry with an electronic catalog )

HFN , v 69 , n 17 , p 1+

April 24, 1995

**Document Type:** Journal **ISSN:** 1082-0310 ( United States )

**Language:** English **Record Type:** Fulltext

**Word Count:** 521 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**TEXT:**

...their merchandise featured in the catalog, although Norton declined to

say how much.

Once a **selection** is made, the customer may have merchandise gift wrapped for an additional fee and include...

11/3,K/13 (Item 1 from file: 20) [Links](#)  
Dialog Global Reporter  
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26001747 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Ethan Allen Celebrates New Store in Peachtree City, Georgia**

BUSINESS WIRE  
November 12, 2002  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 469**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...by offering these customers our stylish product collection, along with innovative programs such as finance **options**, wedding registry and gift card program."

Store's New Layout Makes Decorating Fun and Easy  
The store's easy-to-**shop** interior showcases a stylish **selection** of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents are **displayed** in inspirational classic and casual room settings while also reinforcing Ethan Allen's position as...

11/3,K/14 (Item 2 from file: 20) [Links](#)  
Dialog Global Reporter  
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25696141 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Ethan Allen Opens New Store in Frisco, TX**

BUSINESS WIRE  
October 25, 2002  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 447**

...purchases. Store's New Layout Makes Decorating Fun and Easy The store's easy-to-**shop** interior showcases a stylish **selection** of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents are **displayed** in inspirational classic and casual room settings while

also reinforcing Ethan Allen's position as...

11/3,K/15 (Item 3 from file: 20) [Links](#)  
Dialog Global Reporter  
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25633245 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Ethan Allen Opens New Store in Woodmere, OH**

BUSINESS WIRE  
October 22, 2002  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 448**

...Bank. Store's New Layout Makes Decorating Fun and Easy The store's easy-to-shop interior showcases a stylish selection of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents are displayed in inspirational classic and casual room settings while also reinforcing Ethan Allen's position as...

11/3,K/16 (Item 4 from file: 20) [Links](#)  
Dialog Global Reporter  
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25319493 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Abbey restructures its mortgage range**

**The bank aims to continue as a leading UK lender after its base rate tracker was withdrawn**

FINANCIAL ADVISER  
October 02, 2002  
**Journal Code: FFIA Language: English Record Type: FULLTEXT**  
**Word Count: 307**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...marketing director of Abbey National, said: "Our new range is clear, simple and straightforward, yet provides plenty of choice and great value for every type of buyer and remortgager. "The portfolio has been re-designed to better meet customer needs, and now focuses on distinct customer groups. We are committed to providing a wide range of competitive products for all our customers and, as such, the new range offers a selection of best-buy fixed and variable tracker rates, which we expect will be particularly popular."

Asked to pick...

11/3,K/17 (Item 5 from file: 20) [Links](#)

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23470408 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Ethan Allen Celebrates Newly Remodeled Store in Wilmington, Delaware**

BUSINESS WIRE

June 20, 2002

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 406**

...registry and gift card program this store offers our Wilmington area customers an easy-to-shop experience." Store's Layout Makes Shopping Simple and Pleasant The store's easy-to-shop interior showcases a stylish selection of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents are displayed in inspirational classic and casual room settings while also reinforcing Ethan Allen's position as...

11/3,K/18 (Item 6 from file: 20) [Links](#)

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23431518 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Ethan Allen Opens New Store in Henderson, NV**

BUSINESS WIRE

June 18, 2002

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 394**

...dreamed of." Store's Layout Makes Shopping Simple and Pleasant The store's easy-to-shop interior showcases a stylish selection of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents are displayed in inspirational classic and casual room settings while also reinforcing Ethan Allen's position as...

11/3,K/19 (Item 7 from file: 20) [Links](#)  
Dialog Global Reporter  
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23349851 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Ethan Allen Returns to Little Rock, Arkansas After Four Years**

BUSINESS WIRE  
June 14, 2002  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 411**

...beautiful homes." Store's Layout Makes Shopping Simple and Pleasant The store's easy-to-shop interior showcases a stylish selection of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents are displayed in inspirational classic and casual room settings while also reinforcing Ethan Allen's position as...

11/3,K/20 (Item 8 from file: 20) [Links](#)  
Dialog Global Reporter  
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23318216 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Net Perceptions Launches NetP 7.0, a Distinctive New Breed of Analytics-Driven Software That Delivers Intelligence Directly Into Every Customer Interaction**

BUSINESS WIRE  
June 12, 2002  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 701**

...effectiveness software that will serve as the company's core product offering for distributors, manufacturers, catalog retailers and e-tailers. "In less than three months from the decision to proceed, we were achieving profitable results," said Chuck Moyer, vice president of marketing and...

11/3,K/21 (Item 9 from file: 20) [Links](#)  
Dialog Global Reporter  
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22960938 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Hello Direct Store Joins eBay Network of Merchants**

PR NEWSWIRE

May 23, 2002

**Journal Code:** WPRW **Language:** English **Record Type:** FULLTEXT

**Word Count:** 589

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...including headsets, audio- and videoconferencing, wireless, and related desktop products. Through a combination of distinctive **catalogs**, outbound telemarketing, and internet sales channels, the Company **offers** a broad **selection** of commercial-grade solutions for its **customers'** evolving communications **needs**. For more information on Hello Direct, Inc, please visit <http://www.hellodirect.com/>, a leading...

11/3,K/22 (Item 10 from file: 20) [Links](#)

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22762666

**National Life introduces the E-efficient Investor Portfolio Management Program**

CANADA NEWSWIRE

May 13, 2002

**Journal Code:** WCNW **Language:** English **Record Type:** FULLTEXT

**Word Count:** 624

...with National Life. "We introduced E-efficient Investor because we recognize that by doubling our **selection** of funds with UltraFlex II, our newest retirement and investment product, the need for an...

...level course through whatever highs and lows may happen in the economy.

By concentrating fund **options** into **categories** based on risk tolerance level, it becomes easier to **choose** the right funds, and clients can have more confidence in their investment **decisions**. E-efficient Investor is a client's first step towards a more secure financial future...

11/3,K/23 (Item 11 from file: 20) [Links](#)

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22761593 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Storigen's Distributed Storage Network Wins 'Best of Interop' Award at NetWorld+Interop**

**2002 Las Vegas**

PR NEWSWIRE

May 13, 2002

**Journal Code:** WPRW **Language:** English **Record Type:** FULLTEXT

**Word Count:** 842

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...managers that they are the best solutions to support an efficient and competitive business.

"The **selection** of Storigen's Distributed Storage Network as the winner in the network performance enhancement **category** is recognition of the very real need to store and deliver data from the edges

...

11/3,K/24 (Item 12 from file: 20) [Links](#)

Dialog Global Reporter

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21121487 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**

**Ethan Allen Unveils New Store in Torrance, California**

BUSINESS WIRE

February 06, 2002

**Journal Code:** WBWE **Language:** English **Record Type:** FULLTEXT

**Word Count:** 450

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...their needs."

Store's Layout Makes Shopping Simple and Pleasant

The store's easy-to-shop interior showcases a stylish **selection** of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents

are **displayed** in inspirational classic and casual room settings while also reinforcing Ethan Allen's position as...

11/3,K/25 (Item 13 from file: 20) [Links](#)

Dialog Global Reporter

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20964646 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**

**Forrester Research Introduces TechRankings 1.5; New User-Centric Features And Customized Research Tools Facilitate Smarter Technology-Selection Decisions**

BUSINESS WIRE

January 28, 2002

**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 682**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...will help technology buyers master it, stay on top of new vendors, and make smarter **decisions**."

With TechRankings 1.5, Forrester has enhanced the research and its **presentation** with:

- Custom rankings. Firms can rank the products and vendors on their specific requirements by...

...side-by-side tradeoff analyses. The resulting custom rankings can be saved and shared among **decision**-making team members.

- **Category** pages. Each TechRankings **category** has a dedicated **home page** that houses relevant research (Insight & Analysis), product scorecards, custom rankings, and shared rankings. Users can...

...re-evaluations of major product releases, and the addition of new and important vendors.

- Product **selection** services. Forrester delivers product **selection** services for each **category** it reviews to help **clients** apply TechRankings to their **needs** assessment, RFP preparation, and product purchase and pricing negotiations.

- Easier access. TechRankings is an integral...

11/3,K/26 (Item 14 from file: 20) **Links**

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20766353 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Ethan Allen Opens New Store in Chattanooga, Tennessee; Chattanooga Symphony & Opera String Ensemble To Play At Grand Opening**

**BUSINESS WIRE**

January 15, 2002

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 450**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...Steve Foutch.

Store's Layout Makes Shopping Simple and Pleasant

The store's easy-to-**shop** interior showcases a stylish **selection** of products. To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and



accents  
are **displayed** in inspirational classic and casual room settings  
while also reinforcing Ethan Allen's position as...

11/3,K/27 (Item 15 from file: 20) [Links](#)

Dialog Global Reporter

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20026417 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Marketing Model for 'Mass Customization' Could Allow Customers Easier Way to Customize Own Products on Web**

ASCRIBE

October 22, 2001

**Journal Code:** WASC **Language:** English **Record Type:** FULLTEXT

**Word Count:** 812

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Internet gives firms the opportunity to let customers create customized

products and allows them to **display** an almost unlimited number of different products. Firms now **offer** customers a **choice-menu** of items and let them design their own products by **choosing** the items that are most appropriate to their needs.

"It's known as mass customization..."

...two other researchers recently unveiled a new approach for analyzing

customer demand in a paper, "**Choice-Menus for Mass Customization: An Experimental Approach for Analyzing Customer Demand With an Application to**

...

11/3,K/28 (Item 16 from file: 20) [Links](#)

Dialog Global Reporter

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19774799 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Mercado Software Announces the First Complete Search and Browse Solution for e-Commerce**

BUSINESS WIRE

November 12, 2001

**Journal Code:** WBWE **Language:** English **Record Type:** FULLTEXT

**Word Count:** 895

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Strategies. "The most effective solutions need to combine search tools

that let customers define their **request** with browsing tools that guide users through relevant **options**. We believe that integrated

search and browse will become the standard approach to optimize customer...

...as well as relevant attribute groups such as price, manufacturer, or brand. A customer then **selects** from any of the generated **options** to focus on the desired products. The combination of search and browse works for customers...

11/3,K/29 (Item 17 from file: 20) [Links](#)  
Dialog Global Reporter  
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19734477 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Wisconsin Investment Board Trustees' Votes Could Create Conflict of Interest**

Kathleen Gallagher  
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS ( MILWAUKEE JOURNAL SENTINEL - WISCONSIN)  
November 07, 2001  
**Journal Code: KMJS Language: English Record Type: FULLTEXT**  
**Word Count: 912**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...ability to make good on the guarantee if Heartland were unable to honor

the put **option**," the report says.

The audit found Milwaukee real estate developer Hammes **recommended** Heartland seek out SWIB but, "We found no evidence that direct influence had been exerted..."

11/3,K/30 (Item 18 from file: 20) [Links](#)  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
18576187 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**SEI Investments Widens Its Fund Wrap Lead**

PR NEWSWIRE  
August 30, 2001  
**Journal Code: WPRW Language: English Record Type: FULLTEXT**  
**Word Count: 492**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...SEI is one of the leading providers with the capability to proactively monitor individual investment **decisions** by its **portfolios** managers.

About Cerulli Associates

Cerulli Associates is a Boston and London-based research and

consulting...

11/3,K/31 (Item 19 from file: 20) [Links](#)  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
17057024 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Local e-business solution for small businesses**

Fauziah Muhtar  
NEW STRAITS TIMES (MALAYSIA)  
June 04, 2001  
**Journal Code: FNST Language: English Record Type: FULLTEXT**  
**Word Count: 511**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...consumer (B2C) solution allows companies to sell their products online and at the same time, **provide** customisation **options** for the consumers to **choose** from.

"For example, if you are selling a PC, you can **display** all the packages available and you can put the different specifications on each

package so that customers can **choose** according to their **needs**," explained Jeffrey Lim Juin Riong, the company's marketing manager.

"Once customers have made their **selection**, the system will automatically **display** the price of the PC with the **selected** specification," he said.

At the back-end, the administrator or merchant can set the built...

11/3,K/32 (Item 20 from file: 20) [Links](#)  
Dialog Global Reporter  
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15936949 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Mercado Software Unveils New Search Framework To Deliver Total Search For e-Catalogs**

BUSINESS WIRE  
April 02, 2001  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 1345**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...optimize the catalog's search and better meet buyer needs. IntuiFind reports on all search **requests** and search-related actions that buyers take, and it gives **catalog** managers invaluable insight into **buyer needs**, **customer choices**, and quality of service provided to buyers. Information gained through search analysis

gives e-Catalog managers valuable insight into how to improve the quality of search, how to change the...

...point during the search process. An intuitive search will return products as well as all **categories** and parameters relevant to these products--allowing buyers to then refine their **request** through a parametric **selection**. Alternatively, by drilling into a **catalog category**, buyers can type an intuitive **request** to search instinctively for products in that **category**.

Search Stream Analysis tracks buyer search requests and search results to better understand how the...

...can be optimized to better serve buyers and the business. IntuiFind SearchStream Analysis monitors all **catalog** search activities to provide **catalog** managers invaluable insight into **buyer needs, customer choices**, and quality of service provided by search. It lets **catalog** managers know what buyers found and didn't find, and it reports on all search...

11/3,K/33 (Item 21 from file: 20) [Links](#)  
Dialog Global Reporter  
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15621047 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Dt

REGULATORY NEWS SERVICE  
March 15, 2001  
**Journal Code:** WRNS **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 1212  
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...1000  
Giles Sanderson/James Melville-Ross Financial Dynamics +44 20  
7831  
3113

This and a **selection** of key change, Dimension Data is **ranked** in FTSE 100 and operates in over 30 countries on six continents. The Group has...

11/3,K/34 (Item 22 from file: 20) [Links](#)  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
15403027 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Survey reveals changing face of global custody landscape**

EFINANCIAL NEWS  
February 26, 2001

**Journal Code:** FLFN **Language:** English **Record Type:** FULLTEXT

**Word Count:** 761

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...buyer.

If Swift is not used but the internet is important, the results from those **categories** will also assist in the **selection** process.

Increasingly, **clients** use the results of this **survey** to support their discussions with their global custody **provider** and, in the case of UK investment managers regulated by the Investment Management Regulatory Organisation...

11/3,K/35 (Item 23 from file: 20) [Links](#)

Dialog Global Reporter

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15109473 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**

**digiMine Services Used By Nordstrom.com To Enhance Online Shopping Experience; Business Intelligence Service Provides Online Retailer with Data Warehousing, Analysis**

BUSINESS WIRE

February 12, 2001

**Journal Code:** WBWE **Language:** English **Record Type:** FULLTEXT

**Word Count:** 694

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...Nordstrom.com, the online fashion specialty retailer, brings a 99-year

history of customer service, **selection**, quality and value to the Internet. Offering one of the Web's most extensive **selections** of quality name-brand fashions, shoes and accessories. Recently ranked the No.

1 apparel site...

11/3,K/36 (Item 24 from file: 20) [Links](#)

Dialog Global Reporter

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14112727 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**

**Nordstrom.com Announces Consolidation of Catalogs**

PR NEWSWIRE

December 06, 2000

**Journal Code:** WPRW **Language:** English **Record Type:** FULLTEXT

**Word Count:** 452

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...Nordstrom.com, the online fashion specialty retailer, brings a 99-year history of customer service, **selection**, quality and value to the Internet. Offering one of the Web's most extensive **selections** of quality name-brand fashions, shoes and accessories. Recently ranked the #1 apparel site by...

11/3,K/37 (Item 25 from file: 20) Links

Dialog Global Reporter

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13815158 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**eCOST.com Announces It Now Carries The Smallest And Lightest PDAs/Handhelds In The World -- Exclusive Distributor**

BUSINESS WIRE

November 16, 2000

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 535**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...is an e-commerce site catering to both small businesses and consumers, offering an extensive **selection** of computer products, software, peripherals, electronics, and office supplies at low prices. eCOST.com serves the **needs** of its **customers** with a combination of superior service, prices, **selection**, and availability. Customers are marketed to via the Internet, **catalogs**, inbound telemarketing, and relationship based outbound telemarketing.

About IdeaMall

IdeaMall Inc. -- news (<http://biz.yahoo...>)

11/3,K/38 (Item 26 from file: 20) Links

Dialog Global Reporter

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13690628 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**eCOST.com Adds Daily and Weekly Special Offers of Name Brand Computer and Electronic Merchandise To Its Website**

BUSINESS WIRE

November 08, 2000

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 452**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...is an e-commerce site catering to both small businesses and consumers,

offering an extensive **selection** of computer products, software, peripherals, electronics, and office supplies at low prices. eCOST.com serves the **needs** of its **customers** with a combination of superior service, prices, **selection**, and availability. Customers are marketed to via the Internet, **catalogs**, inbound telemarketing, and relationship based outbound telemarketing.

About IdeaMall

IdeaMall Inc. is a leading rapid...

11/3,K/39 (Item 27 from file: 20) [Links](#)

Dialog Global Reporter

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13158168 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Altrec.com Accumulates Awards for Excellence; Inc. Technology Magazine Joins Forbes, Gomez, Outside and Peppers & Rodgers in Naming Altrec.com a Top-Ranking Web Site**

BUSINESS WIRE

October 05, 2000

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 469**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...featuring seasonal content.

This month, Altrec.com will launch new online skiing, snowboarding and snowshoeing **shops**, offering a complete assortment of hardgoods to complement its broad **selection** of softgoods. The new **shops** will feature full ski packages, mounting services and carry respected brands including Look, Marker, Obermeyer...

11/3,K/40 (Item 28 from file: 20) [Links](#)

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13102501 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**MyOnlyCatalog.com Launches Site for Consumers to Shop From Hundreds of Catalogs At the Touch of a Button**

BUSINESS WIRE

October 02, 2000

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 739**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...we've designed the shopping site to enable shoppers to personalize it to

fit their **needs**. By recognizing that our **customers** have a **choice** in how they **shop** on the Web and reward them for their

loyalty, we expect that they'll keep...

11/3,K/41 (Item 29 from file: 20) Links  
Dialog Global Reporter  
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12794367 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Saks Incorporated Announces Launch of saksfifthavenue.com**

BUSINESS WIRE  
September 12, 2000  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 877**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...from head to toe. For example, if a customer were to choose a skirt,  
'Saks **Suggests**' would **provide options** for tops, shoes and a purse to complete the outfit."  
saksfifthavenue.com **offers** "Tell A Friend," which allows customers to share gift giving suggestions and merchandise items with...

...of items such as hosiery or cosmetics, at intervals chosen by the customer.

Personal home **pages** can be customized at saksfifthavenue.com to include personal brand or **category** preferences, local store information and other content of **choice**.

Fulfillment Operations

All fulfillment operations for saksfifthavenue.com are based in Aberdeen, Maryland, the location...

11/3,K/42 (Item 30 from file: 20) Links  
Dialog Global Reporter  
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12514952 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Unitholders approve enhancements to Artisan Portfolios**

CANADA NEWSWIRE  
August 22, 2000  
**Journal Code: WCNW Language: English Record Type: FULLTEXT**  
**Word Count: 222**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...Loring Ward Investment Counsel Ltd. ("Loring Ward") is pleased to announce enhancements to the Artisan **Portfolios**, a family of mutual fund **portfolios** that invest in a diversified **selection** of quality third-party mutual funds. The enhancements were formally approved



by Artisan unitholders in...

11/3,K/43 (Item 31 from file: 20) Links  
Dialog Global Reporter  
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12218341 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**India: What makes e-tailing tick?**

BUSINESS LINE  
August 03, 2000  
**Journal Code: FBLN Language: English Record Type: FULLTEXT**  
**Word Count: 1767**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...than use the teller service or telephone. The bank, in this case, has to identify customers who may be interested in the Internet option.

At a basic level, the motivational pattern of prospective Internet shoppers will have to be...

11/3,K/44 (Item 32 from file: 20) Links  
Dialog Global Reporter  
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12208404 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Frictionless Commerce and CyberSystem Technologies Team Up to Deliver End-to-End Purchasing Solution to the General Services Administration's Buyers.Gov Site**

BUSINESS WIRE  
August 02, 2000  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 926**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...feature format, allowing them to understand how offerings differ and, thus, make "best value" purchasing decisions. Once the buyer selects the product to purchase, CyberSystem seamlessly handles the transaction, fulfillment, order processing and tracking of the purchase. CyberSystem facilitates buyer compliance with government rules and regulations, real-time determination of departmental budgetary funds' availability, plus P-card and EFT reconciliation. Together, these systems exemplify the "best practices" in B2G procurement by providing fully automated e-procurement with best-product selection, on-time and cost-effective product acquisition and advanced budget management.

About Frictionless Commerce  
Founded...

11/3,K/45 (Item 33 from file: 20) Links

Dialog Global Reporter

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12170896 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**SoftwareMarkets is First to Provide Small Businesses With Customized Applications Supplied  
by Independent Developers**

BUSINESS WIRE

July 31, 2000

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 775**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...and, when it is sold, SoftwareMarkets takes a commission.

Small businesses benefit from the wide **choice** of customized applications available through an enterprise-class ASP service. **Customers** find applications customized for their **needs**, either by browsing the **selection** of titles in the SoftwareMarkets online **catalog**, or by requesting new applications or modifications through the SoftwareMarkets Web site. Small businesses can...

11/3,K/46 (Item 34 from file: 20) Links

Dialog Global Reporter

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11828575 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**NEW DIVISION WILL COMPLEMENT PRODIGY**

Marcia Klein

BUSINESS DAY (SOUTH AFRICA), p 14

July 06, 2000

**Journal Code: FBUD Language: English Record Type: FULLTEXT**

**Word Count: 292**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...that it would outsource most functions to resource providers which are the best in each **category**, namely manager **selection**, risk management and administration. It is currently identifying specialists that will include PSG Escher, to whom it will outsource manager **selection** and administration.

Prodigy is also in discussion with some consultants and risk managers.

Although most...

11/3,K/47 (Item 35 from file: 20) [Links](#)  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
11717156 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Creditcards.com

CARDS INTERNATIONAL  
May 15, 2000  
**Journal Code:** WCAI **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 1871  
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...page. By answering four questions, including income and rewards/low interest rate preferences, a cards **suggestion** is **provided**. Customers can apply online by completing a brief application form, though there is also the **option** to apply by phone and mail.  
There is no annual fee for The Associates Visa...

11/3,K/48 (Item 36 from file: 20) [Links](#)  
Dialog Global Reporter  
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11434525 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Marconi Commerce Systems Dispenser Takes the Gold; Web-Enabled Eclipse(TM) Wins BusinessWeek's IDEA Award**

PR NEWSWIRE  
June 09, 2000  
**Journal Code:** WPRW **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 531  
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...features, including revolutionary hydraulics, Internet ability and e-CRIND(TM) technology that allows operators to **select** touch-tone **display options** according to their **needs**. In addition, a **customer** interface module centralizes all payment operations in one location.  
BusinessWeek also touted Herbst LaZar Bell...

11/3,K/49 (Item 37 from file: 20) [Links](#)  
Dialog Global Reporter  
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11213800 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Back-Office Flaws Found With Financial Web Sites**

AMERICAN BANKER , p 14  
May 26, 2000.

**Journal Code:** WAMB **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 857  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...driven site. Rather than simply listing products, CIBC offers a series of categories that match customers' needs, for example, everyday banking, personal borrowing, investing, retirement, and homeownership. Clicking on personal borrowing leads customers to choices that include buying a car, funding a college course, or daily expenses.

Bank One Corp...

11/3,K/50 (Item 38 from file: 20) Links  
Dialog Global Reporter  
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10286578 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**  
**Wired World - Best sites will stick together.**

MEDIA WEEK , p 12  
March 24, 2000

**Journal Code:** WMWK **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 442  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...s look at an offline and online bookshop, and ask the question, "Why would one shop at a particular store and not another?"

The immediate answers that come to mind are proximity, price, selection and organisation, service, atmosphere and brand recognition. A bookshop must be convenient to either home or work; offer reasonably priced or discounted books; display a large range, or perhaps a specific range of old or rare books; classified and alphabetised for easy location; provide a quick check-out with payment options, information and customer service areas; and finally, on a more personal level, give the customer...

11/3,K/51 (Item 39 from file: 20) Links  
Dialog Global Reporter  
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09128730 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**  
**Hello Direct Teams Up With ShopNow.Com to Market SOHO Telecom Products**

PR NEWSWIRE  
January 13, 2000

**Journal Code:** WPRW **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 367  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...interface solutions, including headsets, teleconferencing, wireless, and related desktop products. Through a combination of distinctive **catalogs**, outbound telemarketing and Internet sales channels, the company **offers** a broad **selection** of commercial grade solutions to its **customers'** evolving communications **needs**. For more information on Hello Direct, Inc., please visit [www.hellodirect.com](http://www.hellodirect.com) the leading online...

11/3,K/52 (Item 40 from file: 20) [Links](#)  
Dialog Global Reporter  
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08337456 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Spiegel Re-launches Web Sites, Improves 'Shopping at the Speed of Life'**

PR NEWSWIRE  
November 22, 1999  
**Journal Code:** WPRW **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 501  
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...items not found in the catalogs, such as DVD movies to complement a wider online **selection** of DVD players. In the future, Spiegel plans to expand key merchandise categories online, offering more **selection** in certain categories than any other online retailer does.  
Online customers can order catalogs, purchase...

11/3,K/53 (Item 41 from file: 20) [Links](#)  
Dialog Global Reporter  
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08276279 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**SPT Telecom AS - Re Proposed Price Adjustments**

REGULATORY NEWS SERVICE  
November 17, 1999  
**Journal Code:** WRNS **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 1476  
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...pulses at free of charge.  
SPT TELECOM is preparing to introduce price packages which will **offer** a price **choice** suitable for every customer. The packages should be introduced in the course of next year...

11/3,K/54 (Item 42 from file: 20) [Links](#)  
Dialog Global Reporter

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07794136 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Toshiba Brings Style and Elegance to Value-Priced Notebook Segment with the Satellite Series'  
New Eye-Catching Silver and Blue Design**

BUSINESS WIRE

October 18, 1999

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 1105**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...19.95 per month and features one of the most robust, community-focused and personalized home pages on the Internet.

Customized Software Options to Meet Customer Needs

The Satellite 2615DVD and 2655XDVD come pre-installed with Lotus(R) SmartSuite Millennium Edition. The Lotus suite includes Lotus 1-2-3 spreadsheet software, Lotus Freelance presentation graphics, Lotus WordPro and several other software packages for the office.

The notebooks also offer Toshiba's Customer Choice Software program which allows customers to select two additional software titles from a choice of categories, including productivity, education and entertainment.

Toshiba also simplifies computing for small business owners and students...

11/3,K/55 (Item 43 from file: 20) Links

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07519623 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Hello Direct to be the Telecom Product Provider for Go2Net's HyperMart Small Business Center**

PR NEWSWIRE

September 30, 1999

**Journal Code: WPRW Language: English Record Type: FULLTEXT**

**Word Count: 580**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...productivity tools, including headsets, teleconferencing, wireless and

related desktop products. Through a combination of distinctive catalogs, outbound telemarketing and Internet sales channels, the company offers a broad selection of commercial grade products and information that provide solutions to its customers' evolving communications needs. For more information on Hello Direct,

Inc. and its products, please visit [www.hellodirect.com](http://www.hellodirect.com)...

11/3,K/56 (Item 44 from file: 20) [Links](#)  
Dialog Global Reporter  
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06903948 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Singer goes on five-year e-commerce plan**

NEW STRAITS TIMES (MALAYSIA), p 25  
August 26, 1999  
**Journal Code: FNST Language: English Record Type: FULLTEXT**  
**Word Count: 361**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...others, enable Singer Malaysia's employees to act on timely and accurate information, make informed **decisions** and respond more quickly to **customer needs**.

The partnership with Microsoft will see Singer Malaysia and The Catalogue Shop, both of which are Berjaya Group's subsidiaries, joining a family of about 200 Microsoft...

11/3,K/57 (Item 45 from file: 20) [Links](#)  
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05097814 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Bank of America Private Bank Ranked #1 Money Manager Of High Net Worth Assets by Private Asset Management**

PR NEWSWIRE  
April 26, 1999  
**Journal Code: WPRW Language: English Record Type: FULLTEXT**  
**Word Count: 469**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...P. Morgan, which ranked second and third, respectively.  
"We are the premier financial advisor of **choice** for high net worth individuals and families, offering investment products and innovative financial solutions for...

11/3,K/58 (Item 46 from file: 20) [Links](#)  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
04991161 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Nordstrom.com Unveils New, More Navigable Look**

PR NEWSWIRE

April 16, 1999

Journal Code: WPRW Language: English Record Type: FULLTEXT

Word Count: 519

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...of 14 sub-categories, including "Sweaters"; clicking on "Sweaters" in turn brings up five more options: casual pullovers, casual cardigans, sweater sets, turtlenecks and mock-necks and career sweaters. By selecting "Shoes," customers can choose to shop for women's, men's or children's footwear; "Women's Shoes" alone offers nine style-specific categories. A "Sale" button will bring up such options as "Buyer's Picks" and "Exceptional Values."

Schwartz says customer requests to see nordstrom.com's most popular services and features more prominently displayed have also...

11/3,K/59 (Item 47 from file: 20) [Links](#)

Dialog Global Reporter

(c) 2007 Dialog. All rights reserved.

04786155 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Industry backs SAR as ideal business venue

LINDA WATKINS

SOUTH CHINA MORNING POST , p 22

March 29, 1999

Journal Code: FSCP Language: English Record Type: FULLTEXT

Word Count: 564

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...importers and boost sales, it should be part of their service to give buyers a choice and add value by showing the fabrics available, the trends and the costs."

Among the...

11/3,K/60 (Item 48 from file: 20) [Links](#)

Dialog Global Reporter

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04636441 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Catalog City Brings More Quality Merchants to the Internet

PR NEWSWIRE

March 15, 1999

Journal Code: WPRW Language: English Record Type: FULLTEXT



**Word Count: 698**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...1997, Catalog City is the first catalog shopping portal, offering a complete and personalized online **catalog** shopping experience. With the wide range of products offered through thousands of **catalogs**, **Catalog City** has the authoritative **selection** required to turn browsers into buyers. **Catalog City** delivers the Internet services that the mail-order **catalog** industry **needs** to connect buyers with sellers. The site includes brand name catalogs such as Brookstone, Crate & Barrel, Critics' **Choice**, Hammacher Schlemmer, Harry and David, J. Jill, Jackson & Perkins, Lands' End, Lane Bryant, Levenson, Neiman...

11/3,K/61 (Item 49 from file: 20) [Links](#)

Dialog Global Reporter

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04604467 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Lucent Technologies Broadens FPGA Offering; OEMs LeonardoSpectrum Synthesis Solution from Exemplar Logic**

BUSINESS WIRE

March 11, 1999

**Journal Code: WBWE Language: English Record Type: FULLTEXT**

**Word Count: 523**

**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...efficiently map users' HDL code to our new soft-wired LUTs makes it a logical **choice** for our customers."

A Comprehensive Synthesis Environment

The LeonardoSpectrum synthesis tool combines design entry, synthesis

...

11/3,K/62 (Item 50 from file: 20) [Links](#)

Dialog Global Reporter

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03549725 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Bank That Pampers Rich Targets Florida's Tampa Bay Region**

Jeff Harrington, St. Petersburg Times, Fla.

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (ST. PETERSBURG (FLA.) TIMES)

November 24, 1998

**Journal Code: KSPT Language: English Record Type: FULLTEXT**

**Word Count: 1043**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...food? Water? A place to stay?' That sticks in her mind more than any stock **selection** we'll ever make."

Nationwide, the bank manages trust accounts and investments for about 186...

11/3,K/63 (Item 51 from file: 20) **Links**  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
02208744 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**  
**Customer-product interfacing - a strategy for consumer durables**

HINDU  
July 15, 1998  
**Journal Code: FHIN Language: English Record Type: FULLTEXT**  
**Word Count: 1504**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...CTV than a first time buyer. The issue here is whether the firm's brand **portfolio** has sufficient models or **option** bundles and corresponding **offers** for first time, multiple unit, replacement non-upgrade, and replacement upgrade. It may be worthwhile...

...the associated hype. In product situations where information seeking is a major activity of the **buy decision**, rational messages, well designed information **booklets**, usage manuals, road shows/demonstrations are the message and media directions that improve customer product...

11/3,K/64 (Item 52 from file: 20) **Links**  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
02054465 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**  
**Digital Impact Offers First Intelligent, One-to-One E-Marketing Solution; Leading Companies Increase Online Revenues with Digital Impact's Merchant Mail Network**

BUSINESS WIRE  
June 29, 1998 7:19  
**Journal Code: WBWE Language: English Record Type: FULLTEXT**  
**Word Count: 1116**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...e-marketing  
solution with the combination of customized, one-to-one,  
multimedia  
communications."  
"Digital Impact **provides** the most complete solution for  
managing our outbound  
customer communications, with the most flexible **options** and  
innovative tools,"  
said Joshua Tretakoff, senior manager, Alternative Media, The  
Sharper  
Image.  
"They have enabled us to address the rich pool of customers who  
have  
chosen to  
**shop** with us online, and allowed us to **provide**  
tailor-made solutions for our  
diverse customer base. Thanks to the powerful **options** that  
Digital Impact  
**provides**, we expect our online business to explode in size.  
Digital Impact  
**provides** an attention to detail that enables The Sharper Image.  
to be among the  
leaders in...

11/3,K/65 (Item 53 from file: 20) Links  
Dialog Global Reporter  
(c) 2007 Dialog. All rights reserved.  
01576123 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**COGNOS: Cognos' DataMerchant awarded 1998 Editor's Choice from DBMS Magazine**

M2 PRESSWIRE  
May 07, 1998  
**Journal Code: WMPR Language: English Record Type: FULLTEXT**  
**Word Count: 518**  
**(USE FORMAT 7 OR 9 FOR FULLTEXT)**

...advanced e-commerce capabilities enable organisations to package,  
sell,  
distribute, and meter the use of **relational** data over the Web.  
"DataMerchant **offers** powerful features for managing and  
Metering the flow of data. Its **selection** as a best-of-breed product  
from the Editors of DBMS Magazine is a satisfying...

...as part of Cognos Accelerator for SAP, was also honoured with an  
1998  
Editor's **Choice** Award by DBMS. Cognos Accelerator for SAP is a data  
extraction, transformation, and loading tool...

11/3,K/66 (Item 54 from file: 20) [Links](#)  
Dialog Global Reporter  
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01477987 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Cognos DataMerchant Awarded 1998 Editor's Choice From DBMS Magazine**

PR NEWSWIRE  
April 27, 1998 8:52  
**Journal Code:** WPRW **Language:** English **Record Type:** FULLTEXT  
**Word Count:** 480  
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...truly unique product, with powerful features for managing and metering the flow of data. Its **selection** as a unique, best-of- breed product from the editors of DBMS Magazine is a...

...as part of Cognos Accelerator for SAP, was also honored with an 1998 Editor's **Choice** Award by DBMS. Cognos Accelerator for SAP is a data extraction, transformation, and loading tool...

11/3,K/67 (Item 1 from file: 476) [Links](#)  
Financial Times Fulltext  
(c) 2007 Financial Times Ltd. All rights reserved.  
0010518340 A200003182A7-9B-FT  
**FINANCE WEEK: Three firms top survey of private client managers**

CLARE GASCOIGNE  
Financial Times , London Ed1 ED , P 26  
Saturday , March 18, 2000  
**DOCUMENT TYPE:** NEWSPAPER; Features **LANGUAGE:** ENGLISH **RECORD TYPE:** FULLTEXT **SECTION HEADING:** FINANCE WEEK  
**Word Count:** 281

...chief, said: "Performance and all its attributes continues to play an important role in manager **selection**.

"This year's winners have all been able to back up strong investment performance with...

11/3,K/68 (Item 2 from file: 476) [Links](#)  
Financial Times Fulltext  
(c) 2007 Financial Times Ltd. All rights reserved.  
0010057677 A1999081419F-87-FT  
**FINANCE WEEK: We are the champions: Three firms top survey of asset managers, reports Clare Gascoigne**

CLARE GASCOIGNE

Financial Times , London Ed1 ED , P 18

Saturday , August 14, 1999

**DOCUMENT TYPE:** Features; **NEWSPAPER LANGUAGE:** ENGLISH **RECORD TYPE:** FULLTEXT **SECTION HEADING:** FINANCE WEEK

Word Count: 389

...is only one of a range of elements that need to be factored into (the choice) of a portfolio manager," said James Anderson, editor of the PAM directory.

"Quality of service is critical in...

11/3,K/69 (Item 1 from file: 610) [Links](#)

Business Wire

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00780144 20020923266B9772 (USE FORMAT 7 FOR FULLTEXT)

**Ethan Allen Celebrates New Store in Laguna Niguel, California**

Business Wire

Monday , September 23, 2002 14:09 EDT

**Journal Code:** BW **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE

Word Count: 482

...new wedding registry and gift card program, this store offers our customers an easy-to-shop experience."

Store's New Layout Makes Decorating Fun and Easy

The store's easy-to-shop interior showcases a stylish selection of products.

To illustrate how individual pieces could work together in consumers' own

homes, wood pieces, upholstery, and accents are displayed in inspirational

classic and casual room settings while also reinforcing Ethan Allen's position

as...

11/3,K/70 (Item 2 from file: 610) [Links](#)

Business Wire

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00774420 20020911254B5449 (USE FORMAT 7 FOR FULLTEXT)

**Ethan Allen Celebrates Newly Remodeled Store in Artesia, California**

Business Wire

Wednesday, September 11, 2002 16:55 EDT

**Journal Code: BW Language: ENGLISH Record Type: FULLTEXT Document Type: NEWSWIRE**

**Word Count: 489**

...new wedding registry and gift card program, this store offers our customers an easy-to-shop experience."

#### Store's New Layout Makes Decorating Fun and Easy

The store's easy-to-shop interior showcases a stylish selection of products.

To illustrate how individual pieces could work together in consumers' own homes, wood pieces, upholstery, and accents are displayed in inspirational classic and casual room settings while also reinforcing Ethan Allen's position as...

11/3,K/71 (Item 3 from file: 610) [Links](#)

Business Wire

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00725669 20020605156B1273 (USE FORMAT 7 FOR FULLTEXT)

**Securities America Launches Managed Opportunities Wrap Account Platform-Innovative Platform created by Oberon Financial Technology, Offers Advisors Ability to Deliver Personalized Mutual Fund Wrap and Hybrid Separate Account Wrap Solutions**

Business Wire

Wednesday, June 5, 2002 08:33 EDT

**Journal Code: BW Language: ENGLISH Record Type: FULLTEXT Document Type: NEWSWIRE**

**Word Count: 734**

...Skalla, Meridian, Morningstar Investment Services, Inc., Managers Funds and Neuberger & Berman in offering a rich choice of mutual fund wrap portfolios. The platform also offers about 30 nationally ranked institutional separate account money management portfolios from firms such as Chelsea Management Co., Holt-Smith & Yates, John

Hancock  
Advisors, PMG American...

11/3,K/72 (Item 4 from file: 610) Links

Business Wire

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00618796 20011112316B1710 (USE FORMAT 7 FOR FULLTEXT)

**Mercado Software Announces the First Complete Search and Browse Solution for e-Commerce--Dynamic Browse Guides Online Buyers by Presenting Them With Browsing Options Relevant to Their Needs -- Enhancing Customer Satisfaction and Conversion Rates-**

Business Wire

Monday, November 12, 2001 07:49 EST

**Journal Code: BW Language: ENGLISH Record Type: FULLTEXT Document Type: NEWSWIRE**

**Word Count: 888**

...as well as relevant attribute groups such as price, manufacturer, or brand. A customer then **selects** from any of the generated **options** to focus on the desired products. The combination of search and browse works for customers...

11/3,K/73 (Item 5 from file: 610) Links

Business Wire

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00490869 20010402092B0114 (USE FORMAT 7 FOR FULLTEXT)

**Mercado Software Unveils New Search Framework To Deliver Total Search For e-Catalogs-IntuiFind's flexible search framework includes enhanced Intuitive Search, ParametricPlus, and SearchStream Analysis To maximize e-Catalog performance**

Business Wire

Monday, April 2, 2001 07:52 EDT

**Journal Code: BW Language: ENGLISH Record Type: FULLTEXT Document Type: NEWSWIRE**

**Word Count: 1,358**

...point during the search process. An intuitive search will return products as well as all **categories** and parameters relevant to these products--allowing buyers to then refine

their **request** through a parametric **selection**. Alternatively,  
by drilling into  
a **catalog category**, buyers can type an intuitive  
**request** to search  
instinctively for products in that **category**.

Search Stream Analysis tracks buyer search requests and search results  
to  
better understand how the...

...can be optimized to better  
serve buyers and the business. IntuiFind SearchStream Analysis  
monitors all  
**catalog** search activities to provide **catalog** managers  
invaluable insight into  
**buyer needs**, **customer choices**, and quality of  
service provided by search. It  
lets **catalog** managers know what buyers found and didn't find, and it  
reports  
on all search...

11/3,K/74 (Item 6 from file: 610) [Links](#)

Business Wire

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00375332 20001002276B1745 (USE FORMAT 7 FOR FULLTEXT)

**MyOnlyCatalog.com Launches Site for Consumers to Shop From Hundreds of Catalogs At the  
Touch of a Button-Online Shopping Destination To Award \$2,500 Shopping Sprees To Lucky  
Visitors Every Week**

Business Wire

Monday, October 2, 2000 09:33 EDT

**Journal Code: BW Language: ENGLISH Record Type: FULLTEXT Document Type:  
NEWSWIRE**

**Word Count: 733**

...we've designed the  
shopping site to enable shoppers to personalize it to fit their  
**needs**. By  
recognizing that our **customers** have a **choice** in how they  
**shop** on the Web and  
reward them for their loyalty, we expect that they'll keep...

11/3,K/75 (Item 7 from file: 610) [Links](#)

Business Wire

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00198199 20000218049B3763 (USE FORMAT 7 FOR FULLTEXT)



## **Hach Launches New e-Commerce Site**

Business Wire

Friday, February 18, 2000 17:04 EST

**Journal Code:** BW **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE

**Word Count:** 472

...to the site by secure connection and can view product prices, add products to their order, and place the order directly.  
The site also provides an express ordering option that allows order entry by part number, greatly simplifying the purchasing process for customers who  
...

11/3,K/76 (Item 1 from file: 613) [Links](#)

PR Newswire

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00765370 20020513NEM027 (USE FORMAT 7 FOR FULLTEXT)

**Storigen Wins 'Best of Interop' Award at NetWorld+Interop**

PR Newswire

Monday, May 13, 2002 09:43 EDT

**Journal Code:** PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE

**Word Count:** 852

### **Text:**

...managers  
that they are the best solutions to support an efficient and competitive  
business.

"The selection of Storigen's Distributed Storage Network as the winner in the network performance enhancement category is recognition of the very real need to store and deliver data from the edges...

11/3,K/77 (Item 1 from file: 624) [Links](#)

McGraw-Hill Publications

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01191552

COLORADO UTILITIES ASK COMMISSION TO SIMPLIFY OR SCRAP ITS IRP  
PROCESS

Electric Utility Week, Vol. 247, No. 9, Pg 19

July 30, 2001

JOURNAL CODE: EUW

SECTION HEADING: RATES & REGULATION ISSN: 0046-1695

WORD COUNT: 462

TEXT:

... term rate stability,' the comments state. ``Because of the fundamental alignment of shareholder and customer interests with respect to cost incurrence and recovery, many of the existing oversight aspects of the IRP rules regarding actual resource selection and contracting are unnecessary.''

While doing away with the acquisition part of the IRP process, Xcel suggests the PUC keep the planning portion. ``The IRP process would focus on determining resource need...

11/3,K/78 (Item 1 from file: 636) Links

Gale Group Newsletter DB(TM)

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05036835 Supplier Number: 76626119 (USE FORMAT 7 FOR FULLTEXT)

**PSNI UNVEILS EXPANDED VERSION OF CD-ROM 2001 REFERENCE**

**CATALOG.(Company Business and Marketing)**

CD Computing News , v 15 , n 8 , p NA

August 1 , 2001

**Language:** English **Record Type:** Fulltext

**Document Type:** Newsletter ; Trade

**Word Count:** 396

...contains an extensive group of products available from 183 manufacturers. A replica of the print catalog with enhanced new product search capabilities by product category, each CD-ROM includes a selection of technical articles and system profiles followed by an alphabetical listing of manufacturer's products. The

catalog also contains a variety of product information on desktop video editing, projection, computers, presentation, graphics...

11/3,K/79 (Item 2 from file: 636) Links  
Gale Group Newsletter DB(TM)  
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04747005 **Supplier Number: 63938362 (USE FORMAT 7 FOR FULLTEXT)**

**Creditcards.com.**  
Sawyer, Nick  
Cards International , p 12  
May 15 , 2000  
**Language: English Record Type: Fulltext**  
**Document Type: Newsletter ; Trade**  
**Word Count: 1634**

...page. By answering four questions, including income and rewards/low interest rate preferences, a cards **suggestion is provided.**  
Customers can apply online by completing a brief application form, though  
there is also the **option** to apply by phone and mail.  
There is no annual fee for The Associates Visa...

11/3,K/80 (Item 3 from file: 636) Links  
Gale Group Newsletter DB(TM)  
(c) 2007 The Gale Group. All rights reserved.  
03694366 **Supplier Number: 47969836 (USE FORMAT 7 FOR FULLTEXT)**

**HARBINGER: Harbinger's ACQUION division announces partnership with PeopleSoft for procurement**  
M2 Presswire , p N/A  
Sept 10 , 1997  
**Language: English Record Type: Fulltext**  
**Document Type: Newswire ; Trade**  
**Word Count: 804**

...Inc. division., experts in procurement and EC, has formed a partnership  
with PeopleSoft, a leading **provider** of enterprise application software, that will revolutionize the way enterprise users make purchases  
and purchasing **decisions.** In the first PeopleSoft procurement enhancement of its kind, ACQUION delivers up-to-date, customized electronic  
**catalogs** to enterprise users, leveraging the extensive transaction

and workflow functionality of PeopleSoft. Such advancements in...

...of information. The resulting database is easily accessible and enables

users to search across multiple catalogs using various selection criteria. The enhanced procurement functionality will generate dramatic savings in cost of goods sold, transactions, inventory, training, and maintenance of catalog information.

Carl Falk, President of the ACQUION division, explained...

11/3,K/81 (Item 4 from file: 636) [Links](#)

Gale Group Newsletter DB(TM)

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03210527 **Supplier Number: 46582582 (USE FORMAT 7 FOR FULLTEXT)**

**CON-COR: Finally, a good website for computer books**

M2 Presswire , p N/A

July 30 , 1996

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 295

...with a full content summary.

"Most computer and local book stores have a very limited selection of computer books--and you never know if they are any good or not," said...

11/3,K/82 (Item 5 from file: 636) [Links](#)

Gale Group Newsletter DB(TM)

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01551758 **Supplier Number: 42269129 (USE FORMAT 7 FOR FULLTEXT)**

**POS PLANS SHOW MOVEMENT TOWARD 'REGIONAL DISTRIBUTION NETWORKS'**

Managed Care Outlook , v 4 , n 16 , p N/A

August 2 , 1991

**Language:** English **Record Type:** Fulltext

**Document Type:** Newsletter ; Trade

**Word Count:** 587

...I	Costs	Competitive prices
	Utilization controls	
	Reduced	
	cost inflation	
II	Quality	Quality assurance
	Data collection	
	Provider	

	deselection	
III	Choice	POS options
	Regional	
	provider	
	networks	
	Provider	
	alternatives	
IV	Service	Customer service
	Prompt	
	appointments	
	No hassles	
V	Customization	Experience
	rating	
	Provider selection	
	by buyer	
	Consumer personal	
	physicians	

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11/3,K/83 (Item 1 from file: 810) Links  
 Business Wire  
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 0964602 BW1267

## **NY PERIPHONICS 2 : Periphonics Reaps Numerous Awards During 1998**

January 19, 1999

**Byline:** Business Editors

...company's Interactive Voice Response (IVR) systems, version 5.2.1, was named Editor's **Choice** by CTI Magazine. Version 5.2.1 of the operating software supports Simple Network Management...

11/3,K/84 (Item 2 from file: 810) Links  
 Business Wire  
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 0816194 BW1204

## **DELL COMPUTER CORP : Computer Customers Rate Dell Among the Best in Products, Services**

March 03, 1998

**Byline:** Business Editors

...service/support, score Dell the highest in quality.

Subscribers of Computerworld, a leading industry weekly publication, gave Dell the majority of the honors in the IT Leader's Choice

awards. Dell(R) OptiPlex(R) and Dell Dimension(R) PCs took two of the top three places in the desktop category; Dell's Latitude(R) was ranked the No. 1 notebook computer; and Dell PowerEdge(R...

...PC Computing magazine, found Dell to have one of the highest customer satisfaction ratings. The survey noted that 89 percent of Dell's customers consider "reliability" the factor of the highest importance in their decision to purchase Dell. Users also labeled performance/speed and manufacturer's reputation as the reasons they buy Dell.

The recent honors from Fortune, Technology Business Research, Inc., Computerworld and PC Computing, build...

11/3,K/85 (Item 3 from file: 810) [Links](#)

Business Wire

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0816185 BW0120

#### **DISC DISTRIBUTING : DISC Distributing Adds Fellowes Broadening Product Offerings to Resellers; Company To Distribute Personal Shredders and Variety Of Computer Accessories**

March 03, 1998

**Byline:** Business Editors and High-Tech Writers

...distribution agreement also enables the company to broaden its product offerings, providing dealers with a selection of popular brand-name supplies and accessories that will satisfy the varied needs of their customer base."

Founded in 1985, DISC is a leading wholesaler of computer supplies and accessories. The...

11/3,K/86 (Item 4 from file: 810) [Links](#)

Business Wire

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0809640 BW1164

#### **WYSE TECHNOLOGY 2 : Wyse Technology Announces Industry's First Sub \$350 Windows-Based Terminal; Company Restructures Pricing for Award-Winning Windows-Based Terminal; Pricing Includes Display**

February 17, 1998

**Byline:** Business Editors/Computer Technology Writers

...of Windows-based terminals has been adopted by many organizations who have made the fundamental **choice** to use applications display devices on the desktop as key in their information technology architectures...  
...and the channel."

During 1997, the market chose between two distinct categories of desktop devices -- **display**

vs. computing -- with Wyse's Winterm line of Windows-based terminals leading the market as the **display** technology of **choice**. True thin client offerings, such as Wyse's Winterm line, meet the **needs** of enterprise **customers** seeking a centralized management approach to computing. The Winterm 2000 Series thin clients utilize a...

11/3,K/87 (Item 5 from file: 810) Links  
Business Wire  
(c) 1999 Business Wire . All rights reserved.  
0783763 BW1086

## **JAMTV : JAMTV Signs Deals With MindSpring and Classifieds2000**

December 10, 1997

**Byline:** Business Editors

...will have immediate access to JAMTV's music content including nightly live Webcasts, a full **selection** of artist information and daily news features. In addition, the recent partnership between JAMTV and Rolling Stone will **provide** MindSpring subscribers with access to content from the soon-to-be-launched Rolling Stone Network...

...features will create a strong draw for MindSpring's members."

"We believe JAMTV's thorough **selection** of content and upbeat attitude will appeal to our **customers'** musical **interests** ,"

said Mike McQuary, president and chief operating officer of MindSpring. They are a great addition...

11/3,K/88 (Item 6 from file: 810) Links  
Business Wire  
(c) 1999 Business Wire . All rights reserved.  
0743819 BW1358

## **HARBINGER : Harbinger Corporation's ACQUION Division Announces Partnership with PeopleSoft for Procurement**

September 09, 1997

**Byline:** Business Editors & Technology Writers

...Inc. division, experts in procurement and EC, has formed a partnership with PeopleSoft, a leading **provider** of enterprise application software, that will revolutionize the way enterprise users make purchases and purchasing **decisions**.

In the first PeopleSoft procurement enhancement of its kind, ACQUION, delivers up-to-date, customized electronic **catalogs** to enterprise users, leveraging the extensive transaction and workflow functionality of PeopleSoft. Such advancements in...

...of information. The resulting database is easily accessible and enables users to search across multiple **catalogs** using various **selection** criteria. The enhanced procurement functionality will generate dramatic savings in cost of goods sold, **transactions**, inventory, training, and maintenance of catalog information.

Carl Falk, President of the ACQUION division, explained...

11/3,K/89 (Item 7 from file: 810) **Links**  
Business Wire  
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0650600 BW0055

## **INFORMIX SOFTWARE 6 : FAME and Informix to Deliver Industry-Leading, Time-Series Data Management Analysis Solution; New FAME DataBlade Module, Coupled with INFORMIX-Universal Server, Addresses Needs of Financial Services, Retail and Manufacturing Industries**

December 03, 1996

**Byline:** Business Editors/Computer Writers

...data warehouse solutions, we view Informix technology as the way to make sophisticated tools widely **available** to financial services, as well as retail and manufacturing markets."

With the FAME TimeIQ Suite, financial services **decision** makers can conduct data mining, back-testing and scenario analysis, as well as **portfolio** benchmarking and index creation. Retail marketers can



gain enhanced understanding of customer behavior over time...

11/3,K/90 (Item 8 from file: 810) Links  
Business Wire  
(c) 1999 Business Wire . All rights reserved.  
0639026 BW1215

**DELOITTE & TOUCHE NRF : Deloitte & Touche study shows women and boomers will drive spending increases**

October 29, 1996

**Byline:** Business Editors

...20% last year. Consumers in the \$50,000+ group are four times more likely to **shop** through **catalogues** than the lowest income group.

**QUALITY AND VALUE KEY DRIVERS -- CROSS SHOPPING CONTINUES**

Consumers rated quality merchandise, larger **selection**, and everyday low prices as the factors which most impact their **decision** to **shop** at particular stores. These factors drive consumer cross shopping from Department Stores to Discounters/Mass...

11/3,K/91 (Item 9 from file: 810) Links  
Business Wire  
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0488435 BW1180

**STAR BANK : Star Bank celebrates billion dollar day**

May 19, 1995

**Byline:** Business Editors

...from one fund in 1989 to encompass eight funds today. These funds are designed to **offer an option** to satisfy a broad spectrum of investment objectives for Star Fund clients. According to a...

11/3,K/92 (Item 10 from file: 810) Links  
Business Wire  
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0349172 BW356

**BAKER & TAYLOR SOFTWARE : Baker & Taylor Software targets new markets with CD-**

## **ROM/new media merchandising program**

August 3, 1993

**Byline:** Business Editors & Computer/Electronics Writers

...book retailers to tap into the lucrative CD-ROM/new media marketplace. Retailers can now order their choice of three displays, pre-stocked with today's fastest-selling CD-ROM/new media titles.

There is a display size and configuration for virtually any store including a 12-title end cap, a 25...

11/3,K/93 (Item 1 from file: 813) [Links](#)

PR Newswire

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1245799

SFTH046

**PC World Hong Kong Readers Vote Symantec's Products as Top Choice Across Three Categories**

**Date:** March 19, 1998    17:15 EST    **Word Count:** 537

...receipt of a "Best Buy" award for Symantec's Norton AntiVirus in the end-user publication PC Home. Norton Utilities and the Norton AntiVirus were also designated "Editor's Choice" in the January 1998 issue of Hong Kong's IT Magazine.

"Symantec will continue to...

11/3,K/94 (Item 2 from file: 813) [Links](#)

PR Newswire

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1060894

NETU014

**NECX Direct Launches Web Site Redesign**

**Date:** February 25, 1997    07:59 EST    **Word Count:** 581

...the left side of the page, with specific product features and

highlights  
attached to each **category**, offering customers a roadmap to the  
specific computer product of **choice**. In addition, NECX Direct  
updates its interactive **home page** and product pages on a  
daily basis, highlighting a larger number of computer products and...  
...capabilities" said Henry Bertolon, president and CEO of NECX. "Our  
redesign highlights our commitment to **provide** easy and trouble-free  
online procurement."

#### Value-added **Selection**

Over 25,000 full-color product images and one million individual  
product specifications make NECX...

11/3,K/95 (Item 3 from file: 813) **Links**  
PR Newswire  
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0963677 ATTH001  
**HBO & COMPANY (HBOC) ANNOUNCES HOME PAGE**

**Date:** June 20, 1996    **07:59 EDT**    **Word Count:** 744

...information systems and services designed to support the  
world of integrated health delivery networks. Product **categories**  
include: HIS Solutions, Clinical/Practice Management, Access  
Management, **Decision** Support, Managed Care and Infrastructure.

Services & Support -- **Offers** descriptions of HBOC's  
implementation  
and support services offerings that supplement the information systems  
resources...

11/3,K/96 (Item 4 from file: 813) **Links**  
PR Newswire  
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0680953 CL028  
**FINAST ANNOUNCES NEW 'POWER PRICE' PROGRAM**

**Date:** March 1, 1994    **16:02 EST**    **Word Count:** 384

...of both food and drug store products.

"This move is in response to the changing needs of our customers,"  
Holsworth said. "We have invested in beautiful stores and have stocked them with an outstanding and unmatched selection of food, but area discounters have made an impression on some of our customers in key categories. Our move today will change all that, reestablishing Finast as the place to go for..."

11/3,K/97 (Item 5 from file: 813) Links

PR Newswire

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0663292

SJ015

**MAJOR INFORMATION PROVIDERS SIGN UP FOR EWORLD -- APPLE'S NEW ONLINE SERVICE**

**Date:** January 5, 1994    **08:40 EST**    **Word Count:** 2,070

...industry news, and statistics on companies from more than 100 industries. Dow Jones will also offer CustomClips, a selection of daily newsletters summarizing important news and information from the United States, Asia and Europe...

11/3,K/98 (Item 6 from file: 813) Links

PR Newswire

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0527789

MN001

**ZEOS INTRODUCES NEW LINE OF HIGH PERFORMANCE EISA-BASED PERSONAL COMPUTER SYSTEMS**

**Date:** October 22, 1992    **08:31 EDT**    **Word Count:** 625

...announcing the new EISA-based systems in October. These products are all leaders in their categories and the message is clear -- ZEOS is well positioned to be the one-stop vendor of choice no matter what an individual's or corporation's computing needs."

ZEOS offers its customers the opportunity to custom-configure

systems to their exact specifications. **Options** for the new 486 EISA systems include, among others, high speed memory ranging from 1...

11/3,K/99 (Item 7 from file: 813) [Links](#)

PR Newswire

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0283329

MN003

**ZEOS INTERNATIONAL UNVEILS LOW COST '386 LAPTOP PORTABLE**

**Date:** July 5, 1990    **11:12 EDT**    **Word Count:** 402

...scheduled to ship in mid summer the SX portable, utilizing a high resolution gas plasma **display** and AC power only, is **presently** scheduled to begin shipping in late September. "We are now offering our customers two **choices** in transportable 80386-based computing. Their **choice** will depend upon their specific needs. Both systems **offer** superior values."

The company is **presently** developing a marketing program design to encourage customers to become repeat buyers for both systems...

11/3,K/100 (Item 8 from file: 813) [Links](#)

PR Newswire

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0183520

LA010

**J.D. POWER & ASSOCIATES RESPONDS TO AUTOMOTIVE NEWS ARTICLE**

**Date:** July 11, 1989    **13:19 E.T.**    **Word Count:** 531

...express written agreement of non-disclosure, and in the process violated our copyright. Automotive News' **publication** of the extensive comparisons and charts and your particular **selection** of "worse-" **ranked** vehicles did the industry a disservice. There are a number of sophisticated data-interpretation issues involved; Automotive News' **decision** to run the partial story without J.D. Power and Associates' analysis of all these...

11/3,K/101 (Item 1 from file: 47) [Links](#)

Gale Group Magazine DB(TM)

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06390242 **Supplier Number:** 90753712 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Fall hunting gold rush! Stake your claim for top profits during the industry's peak buying season!**

McKenzie, Max

Shooting Industry , 47 , 8 , 22(5)

August , 2002

ISSN: 0037-4148

**Language:** English **Record Type:** Fulltext

**Word Count:** 1707 **Line Count:** 00130

...part on where you're located and what game is hunted. Here are some general **categories** of hunting goods you should carry.

Stocking The Hunting Department

Backpacks

"**Selection, selection, selection,**" Badowski

said. "If you have two backpacks on **display** and your competitor has eight backpacks on **display** and caters to youth, hikers, hunters and fishermen, chances are your competitor will sell many more."

Besides **selection**, you need to **provide** training for your frontliners, particularly in terms of asking the right questions to

determine what the **customer** needs and how he or she is going to use the backpack.

Cases & Gear Bags...

11/3,K/102 (Item 2 from file: 47) **Links**

Gale Group Magazine DB(TM)

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06006549 **Supplier Number:** 70368452 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Interlibrary Loan and Resource Sharing Products: An Overview of Current Features and Functionality.**

Jackson, Mary E.

Library Technology Reports , 36 , 6 , 1

Nov , 2000

ISSN: 0024-2586

**Language:** English **Record Type:** Fulltext

**Word Count:** 80775 **Line Count:** 06653

...permits staff to block patrons for any reason.

Patrons may include the names of suggested **lenders** in their request, but they do not select **lenders**; selection of potential lenders is under the complete control of ILL staff.

Borrowing staff can edit patron...

11/3,K/103 (Item 3 from file: 47) [Links](#)

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05454496 **Supplier Number:** 56065365 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Best of Show and Distinguished Technical Communication Winners.**

Bartholomew, Barbara; Bates, Michael; David, Forel; Hauslinger, Sarah Lee

Technical Communication , 46 , 3 , 321

August , 1999

ISSN: 0049-3155

**Language:** English **Record Type:** Fulltext

**Word Count:** 8156 **Line Count:** 00706

...package. It also includes very intuitive navigational controls across

the top and uses sound to indicate when the user has made another selection (ILLUSTRATION FOR FIGURE 13 OMITTED).

The information the demo presents on new product features is well selected. Each section contains only the crucial information needed for current users to understand the power...

...Wesley, and Nancy M. Pixley

CH2M Hill benefit election resource tool (also known as BERT) provides company personnel with information about their benefit options, allows employees to enroll in benefit programs (ILLUSTRATION FOR FIGURE 15 OMITTED), and allows human...

11/3,K/104 (Item 4 from file: 47) [Links](#)

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04210455 **Supplier Number:** 16709300 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Focus on the library customer: revelation, revolution, or redundancy?(Marketing of Library and Information Services)**

Johnson, Diane Tobin

Library Trends , v43 , n3 , p318(8)

Wntr , 1995

ISSN: 0024-2594

**Language:** ENGLISH **Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 3265 **Line Count:** 00273

...the juncture at which the arguments about marketing intensify, perhaps needlessly. If one sees the choice of orientation toward marketing

as closely related to **choice** of organizational objectives,  
organization centered orientations begin to make more sense. If  
librarians  
choose organizational...

11/3,K/105 (Item 5 from file: 47) [Links](#)

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03082070 **Supplier Number:** 06278026 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Mac Graphing package has extra versatility. (Software Review) (KaleidaGraph computer  
graphics software) (evaluation)**

Bryan, Marvin

PC Week , v5 , n11 , p70(3)

March 15 , 1988

**Document Type:** evaluation

ISSN: 0740-1604

**Language:** ENGLISH **Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 1551 **Line Count:** 00121

...Both the X and Y axes can be shown in linear or logarithmic scales,  
an  
**option provided** with several of the other graph types as  
well.

A subset of the data can be **selected** from the screen and  
replotted--a convenient method of removing outliers (those values that  
do  
...



show files

[File 15] **ABI/Inform(R)** 1971-2007/Mar 20  
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[File 16] **Gale Group PROMT(R)** 1990-2007/Mar 19  
(c) 2007 The Gale Group. All rights reserved.

[File 148] **Gale Group Trade & Industry DB** 1976-2007/Mar 09  
(c)2007 The Gale Group. All rights reserved.

[File 160] **Gale Group PROMT(R)** 1972-1989  
(c) 1999 The Gale Group. All rights reserved.

[File 275] **Gale Group Computer DB(TM)** 1983-2007/Mar 19  
(c) 2007 The Gale Group. All rights reserved.

[File 621] **Gale Group New Prod.Annou.(R)** 1985-2007/Mar 08  
(c) 2007 The Gale Group. All rights reserved.

```
; d s
Set      Items  Description
S1       869786  S (SURVEY OR QUESTIONNAIRE OR QUESTIONNAIRE OR INTEREST? OR NEEDS) (5N)
(CUSTOMER? ? OR CLIENT? ? OR BUYER? ? OR PURCHASER? ? OR PURCHASER OR REFERRAL? ?)
S2      13816281 S ORDER? ? OR REQUEST?? OR REQUISITION? OR BUY? ? OR BOUGHT OR ACQUIRE? ?
OR CHOOS??? OR CHOSEN OR SELECT??? OR SHOP? ? OR TRANSACTION? ?
S3       2994523 S HIERARCH? OR RANK OR RANKED OR GRADED OR TREE(2N) STRUCTURE OR
CLASSIF??? OR RELATIONAL OR CATEGORY OR CATEGORI? OR LEVEL? (1W) INTEREST
S4       4712738 S CATALOG? ? OR CATALOGUE? ? OR BOOKLET? ? OR PORTFOLIO? ? OR ALBUM? ? OR
DISPLAY? OR WEBPAGE? ? OR WEB()PAGE? ? OR PUBLICATION? ? OR HOMEPAGE? ? OR HOME()PAGE? ?
S5      20251610 S ADVICE OR ADVISE OR OFFER? ? OR SUGGEST??? OR PROPOS??? OR PRESENT? OR
MAK??? (3W) (AVAILABLE OR ACCESSIBLE) OR PROVIDE? ? OR RECOMMEND? OR REFER? ? OR REFERR???
OR CHOICE? ? OR SELECT? OR SPECIFY??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR
CHOSE? ?
S6        1221  S S1 (20N) S2 (20N) S3 (20N) S4 (20N) S5
S7         795  S S6 NOT PY>2002
S8         501  RD (unique items)
S9      7398578 S DECISION? OR DETERMINATION? ? OR OUTCOME? ? OR SELECTION OR CHOICE? ? OR
OPTION? ?
S10       196   S S8 (20N) S9
S11       196   RD (unique items)
S12       196   S S11 NOT PY>2002
S13       685   S S1 (20N) S2 (20N) S3 (20N) S4
S14       652   S S13 AND S5
S15       426   S S13 AND S9
S16       286   S S15 NOT PY>2002
S17       194   RD (unique items)
; t s17/3,k/1-194
```

17/3,K/1 (Item 1 from file: 15) [Links](#)  
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03173846      7716188

## **Determining investor suitability using the analytic hierarchy process**

Bolster, Paul J; Janjigian, Vahan; Trahan, Emery A

Financial Analysts Journal v51n4 pp: 63

Jul/Aug 1995

ISSN: 0015-198X Journal Code: FIA

### **Abstract:**

The analytical **hierarchy** process is a useful model for characterizing investors in terms of the suitability of particular investments. The model makes the process of **choosing** securities less subjective without forfeiting the broker's ability to tailor **portfolios** to the **needs** of **clients**. The use of a formal model for security **selection** produces more consistent results and may provide some degree of protection against unsuitability lawsuits against...

17/3,K/2 (Item 2 from file: 15) [Links](#)

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02896021 844004791

### **Avon Calls at Retail**

Kruger, Renee Marisa

Retail Merchandiser v41n4 pp: 50-51

Apr 2001

ISSN: 1530-8154 Journal Code: DMD

Word Count: 865

### **Abstract:**

...will encompass approximately 400 SKUs of beauty and well-being products as well as a **selection** of jewelry and accessories. Items in the line will be priced higher than the core...

### **Text:**

...and JCPenney's own brand recognitions and their penchant for customer service made them top **choices** when Avon decided to expand into retail. "They have vast retail experience that we, frankly...

...On the retail end, Vanessa Castagna, executive vice president and COO for JCPenney stores, merchandising, **catalog** and Internet, says the Avon brand will provide a greater **selection** of well-known, branded products. "Adding Avon, a trusted brand and one of America's leading

product development cosmetics companies, will allow us to better meet **customers' needs** with greater **selection**." Cosmetics, she notes, is a popular **category** among the retailer's target female customer. Initially, 75 JCPenney stores will stock the products...

...says they will also be featured on the company's Web site and in its **catalog**.

JCPenney and Sears are examining ways to link direct selling representatives with customers who also...

...will encompass approximately 400 SKUs of beauty and well-being products as well as a **selection** of jewelry and accessories. Items in the line will be priced higher than the core...

17/3,K/3 (Item 3 from file: 15) **Links**

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02532431 219795491

**Shopping bots: Intelligent shopper or virtual department store?**

Rowley, Jennifer

International Journal of Retail & Distribution Management v28n7 pp: 297-306

2000

ISSN: 0959-0552 **Journal Code: RDM**

**Word Count: 6101**

**Text:**

...that a search that may start with browsing may eventually have a very focused intended **outcome**. Alternatively, the Web search that starts with a very targeted objective may open up other...contextualises the specification of the search topic in the wider search strategy, which also includes **choices** about the display of product details. For those bots that also provide information and advice...

...shoes to be found under golfing equipment or sportswear?

Simple keyword search is another common **option**, which is often offered on the home page alongside category search. Sometimes keyword searches are specify a range of **choices** by checking off boxes or selecting **options** in drop-down boxes. When the customer clicks on the search button, the search is...

...that the customers have product knowledge. Although customers need not necessarily specify all of the **options** offered, they need some understanding of the technical specification of the product that they are

...Simple keyword searching is often accompanied by search tips. Larger databases that offer advanced search **options** or parametric searching may offer more elaborate help. Buyers Index, a service which accesses over

...

...What is meant by "Conditional" and "Unconditional" return policies?

\* What does the "Include Similar Words" option do?

Criteria for the evaluation of shopping bots

The focus in the previous section has...

...which is available to be accessed, is equally important.

In the context of the buying decision, and other dimensions of the shopping experience, other information and advice and support facilities may...

...a good range is important if individual consumers are to have a range of product options. Clearly, the product range available through any one bot is determined by the sites that are accessed. Bots can be selective in the products that they list from a specific site; this selection might be performed on the basis of product category or price range. This dependence on the product range of other sites can mean that the shopping bot does not have a product portfolio which has been designed specifically to meet the needs of its anticipated customer group. The product range may have idiosyncrasies, with some products being available from many more e-retailers than others; true comparative data may only be offered in specified product categories and not across the entire product range. Other aspects of coverage include:

Product range covered

As Figure 1 shows, most shopping bots specialise in specific product ranges. The product category which has attracted the most attention to date is information products, such as computer hardware...

...range, few bots cover groceries; this may be related to the nature of the buying decision process associated with the product or the extent to which the product is being marketed...

...E-- Compare). Shopping bots may be most useful for those products which normally provoke extensive decision making (Brassington and Pettitt, 1997). Or, alternatively, shopping bots may be most effective for products ...and/or staff, and ratings are published. Merchants are rated on: \*ease of ordering;

\* product selection;

\*product information;

\* price;

\*Web site;

\* on-time delivery;

\*product representation;

\* customer support;

\* privacy policies;

\* shipping...

...e-retailers whose products are covered. There is significant scope for influencing and shaping purchase **decisions**. Ethical marketing takes on a new meaning in this context.

To return to products, some...

...to what extent do consumers rely on such advice and use it to inform their **decision**-making processes? Another issue is that of liability, should information or advice prove to be...of the information that is provided. In reality the consumer also has to make a **choice** about the search tool that is used, and this **choice** will determine search **outcomes** in ways that consumers are unlikely to recognise. There is real scope for information overload...

...strategies for optimising the visibility of their product offerings, and encouraging customers to make buying **decisions** that lead to the purchase of their products. As ever,

consumers will make a range of different types of buying **decisions**, and it is to be expected, for example, that information-gathering habits will be different for different types of purchase **decisions**. Similarly, there will be a range of other factors, some associated with the buying **decision** and others associated with the searcher's experience and competence in performing searches, that will...

...external contingencies in vacation planning. Individual tourist characteristics are also important, as are behavioural search **outcomes**.

Against the context of more general agendas associated with developing an understanding of product searching, information behaviour and consumer **decision** making during e-shopping, there are a number of areas for development of shopping bots...

17/3,K/4 (Item 4 from file: 15) **Links**

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02517322 232592111

**Jump those hurdles**

Boyle, Lois

Catalog Age v19n12 pp: 51-53

Nov 2002

ISSN: 0740-3119 Journal Code: CTA

Word Count: 2243

Text:

...of the critical information needed includes what product looks like, what the key features and **options** are, what the product does, its unique benefits, any special offers, and which products might... attentiongrabbing creative, to a product that he forgot he needed but now realizes he must **buy**.

On the other hand, a gift buyer will typically **shop** by price point, having a list prepared of who he needs to **buy** for and what he is willing to spend. Therefore gifts **catalogs** should present the key price points in noticeable locations, and thus the "average price sold...

...the average price of the products that were purchased. In fact, if you sell different **categories** of product, such as dresses and footwear, you probably should figure out the average price sold-and therefore the key price point-for each.

Hurdle #4: Piquing their **interest**

At this point **customers** have opened your **catalog** and are emotionally "ready" to find something that meets their expectation. So how difficult can it be to get that **order**? Very, if you are not able to grab their attention and appropriately present the product...

...or you could use a prop to show scale.

Hurdle #5: Getting them to a **decision**

So now you have a customer who is interested in a product, and the price point is within his budget. To help the reader make an educated **decision**, copy must not only reiterate the benefits of this product but also succinctly include all...

...read-part of their copy package.

Another mistake is not helping the reader narrow his **options**. Any time you have a group of homogeneous products or are providing **options** for the same item, create a **decision** path for the reader, such as with a "good-better-best" presentation. Why is one...to fill out, your Website URL must be easy to locate, and if a retail **option** is available, customers must quickly know where they can go. The common thread? Location, location...

17/3,K/5 (Item 5 from file: 15) **Links**

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02517317

232586591

## **To love them is to know them**

Meyer, Ann

Catalog Age v19n12 pp: 31-36

Nov 2002

ISSN: 0740-3119 Journal Code: CTA

Word Count: 3159

**Text:**

...down on the number of attempts to locate a product. A company may have a **category** of "grilling accessories," Burke says, but neglect to put the words "barbecue," "barbeque," and "Bar...

...Customers searching under one or more of those terms might miss out on products of **interest**.

To help **catalog customers** find what they're looking for online, L.L. Bean and Eddie Bauer offer a "**shop by catalog**" feature, putting exact versions of their print **catalogs** online. In a way, it's a throwback to the early years of e-commerce...

...customers who like shopping the company's brick-and-mortar stores. Shoppers click on the **option** after they have selected a product. "It's for customers who aren't sure what...

...button is selected, nine more products are presented. Three will be similar to the original **selection**, while the other six will be different but have weighted attributes that make them good...  
...adds.

\* Information, please. Customers want detailed product information so that they can make an informed **decision**. One advantage Websites have over print catalogs is the lack of space constraints, allowing for...to the recipient in time, the customer knows that up front and can make another **selection**.

In response to customers clamoring for last-- minute purchases, Web merchants also have come up...

17/3,K/6 (Item 6 from file: 15) **Links**

ABI/Inform(R)

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02517098

116355370

**Online catalogue research and the verbal protocol method**

Morrison, Heather G

Library Hi Tech v17n2 pp: 197-206

1999

ISSN: 0737-8831 Journal Code: LIHT

**Word Count: 4300**

**Text:**

...Version 2.5, and the DRA interface used at Concordia is Infogate. DRA offers three **options** for **display** of the online **catalogue**: search everything, search everything but highlight materials in the local collection, and limit to materials in the local collection. The **option selected** by Concordia is search everything with highlighting of materials in the local collection. The reason for this **choice** was to balance the **needs** of Concordia **clients** to find materials immediately available on the shelves with the **needs** of Concordia **clients** to access the wider range of resources available through the NEOS Consortium.

Until recently Concordia's collection was **classified** using the Dewey Decimal Classification System. About two years ago, new acquisitions began to be **catalogued** using the Library of Congress Classification system. The library also uses the CODOC classification system for government documents. The majority of the collection is **classified** with Dewey.

Users of online **catalogue** stations were asked if they would participate in a study to test the feasibility of the talk aloud method as a means of researching the online **catalogue**.

An attempt was made to minimize bias in the sample by **selecting** times to approach potential participants in advance, numbering online catalogue stations, and **selecting** the **order** of online catalogue stations at which to approach people on a rotating basis. Later, the...in a big consortium, it would be ideal if the main screen would include the **option** of searching the current location only (i.e. Concordia only), the whole NEOSdatabase, or other **options** using Z39.50, as determined by Concordia. Permitting individual locations to set up their own search **options** would be ideal because

17/3,K/7 (Item 7 from file: 15) **Links**

ABI/Inform(R)

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02508081      254307261

**Equity research - in crisis?**

Davies, Ben

Asiamoney v13n10 pp: 24-29

Nov 2002

ISSN: 0958-9309 **Journal Code: AMF**

**Word Count: 4320**

**Text:**



...working for a US company.

Either way, most equity houses around Asia face some tough **choices** in the light of plunging financial markets and evaporating deal flows. Do they cut back...

...do they reduce the number of listed companies that they cover? The only other viable **option** -- and one which has been going on for a number of years -- may be to...

...happens, you will have consolidation. You will have higher costs and you will have less **choice**."

Another says: "The missing factor in all this has been the buy side. They were...of staff that they attract as a result. To me, the bottom line is that **buy** side investors who want to make money have to do their own work and use...

...of independence of research (in keeping with our policy of not announcing poll results before **publication**, it was not told of its performance in this **category**).

Morgan Stanley also scored poorly in the poll and is broadly criticized for putting the **interests** of its corporate **clients** before those of investors. Asked for a meeting to discuss the bank's research and investment...

17/3,K/8 (Item 8 from file: 15) **Links**

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02492015 233968151

**Brand architecture: Building brand portfolio value**

Petromilli, Michael; Morrison, Dan; Million, Michael

Strategy & Leadership v30n5 pp: 22

2002

ISSN: 1087-8572 **Journal Code: PLR**

**Word Count: 4016**

**Abstract:**

Branding is increasingly discussed during strategic planning session conversations among senior level **decision** makers and in boardrooms throughout the corporate world. That is because of the substantial impact ...

**Text:**

...As a result, branding is increasingly discussed during strategic

planning session conversations among senior level **decision** makers and in boardrooms throughout the corporate world. That is because of the substantial impact...at the brand portfolio as a whole (versus by individual brand or product categories) in **order** to identify potential opportunities to increase its overall value (see Exhibit 2). This is a...

...mapping." It is designed to reveal, as the name suggests, relationships between brands across the **portfolio**, where fits and disconnects exist and could be better leveraged (or not) to create more...

...to the organization. Most companies today use this process simply as a means to inventory, **classify**, and group existing brands in a **portfolio**. Strategically oriented brand relationship mapping, however, requires the brand management team to look more broadly at the brand **portfolio** to define:

- \* brand relevance and credibility to address various **customer** needs;

Exhibit 1

- \* perceived limitations that might inhibit brand and, thus, business growth;

- \* brands that overlap and can be consolidated into others or divested;

- \* gaps in the brand **portfolio** and the relative size of potential opportunities.

Relationship mapping is the type of **decision** framework that is particularly valuable to businesses faced with the challenge of integrating new brands...

...as a result of a merger or acquisition. It addresses such questions as:

- \* Does the **acquired** brand support the company's brand vision and strategy?

- \* Does the brand strengthen the company...

...But can and should those opportunities be acted on? And how? To get at these **decisions** requires measuring these opportunities against three distinct, but inter-related criteria, These are:

- \* The perceived...acquiring a new brand to fill a gap in the portfolio, it still requires careful **selection** and planning.

Branded partnerships are designed to enable a brand to extend into markets where...

...thinking companies that have used well-defined brand architectures and strategies to consistently guide the **selection**, integration and leverage of new brands and businesses. This is exemplified by its approach

to...

...s role within the overall brand portfolio.

\* New brand creation. This should be the last **option** considered when seeking to fill portfolio gaps and maximize portfolio value. It should only be...

...bottled water brand. Despite the drawbacks of this approach, it is often the only viable **option** for capitalizing on new value creation opportunities. As the case with Dasani and numerous other...strategic role that emphasizes the portfolio-wide approach and the businesswide implications of brand-oriented **decisions**. Category managers in multi-brand companies must assume a more active role in the brand...

...between them. Further, brand managers must be given financial incentives to ensure their perspectives and **decisions** support the optimization of the entire portfolio - and, thus, the entire business' performance.

Such changes...

...will be allowed, helping to establish clear criteria while removing subjectivity and emotion from the **decision**-making process.

Finally, it is extremely difficult for managers focused on a single brand to...

...as a forum to team brand managers, category managers and other, non-marketing, senior-level **decision**-makers to oversee the performance of the brand portfolio and to ensure that guidelines are...

...that described its product mix adequately. But, the names bore little relation to customer buying **decisions** - the critical information required to shape strategic brand architecture. Research showed that the company's...

...set of tools. The three primary tools were:

(1) Brand approval process.

(2) Brand architecture **decision** framework. This essentially organizes the brands in the portfolio in a logical fashion, answering such ...

17/3,K/9 (Item 9 from file: 15) [Links](#)

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02411209 152107871

**Ratings game**

Anonymous

Logistics Management (2002) v41n8 pp: 39-41

Aug 2002

ISSN: 1540-3890 Journal Code: LMDR

Word Count: 1102

**Abstract:**

...service providers, however, were judged on criteria that were more appropriate to their operations: carrier **selection** and negotiation, order fulfillment, transportation/distribution, inventory management and logistics information systems.

**Text:**

...of the annual Quest for Quality survey, 81 carriers and service providers made our Readers' **Choice** list. The following years, 76 and 74 companies, respectively, were cited for service excellence. Last...

...questionnaires covering the different modes of service to 14,000 magazine readers, all of whom **buy** transportation or thirdparty services. (By way of explanation, the Quest for Quality **survey**, which is the largest **customer** satisfaction study in the transportation/logistics field, was begun in 1983 by Distribution magazine, one of our predecessor **publications**.)

As in the past, our shipper readers filled out questionnaires asking them to **rank** their carriers' performance in five key areas vital to logistics excellence: on-time performance, value...

...service providers, however, were judged on criteria that were more appropriate to their operations: carrier **selection** and negotiation, **order** fulfillment, transportation/distribution, inventory management and logistics information systems.

The Scoring Method

The scores shown...

...and the average weighted score for each category is calculated. Service providers receive the "Readers' **Choice**" designation when their total score meets or surpasses the average total weighted score for their...

...satisfaction rating of 31.33. It should be noted that many rail shippers have little **choice** of carriers because they are limited to doing business with the carrier whose tracks run...

17/3,K/10 (Item 10 from file: 15) **Links**

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02410991

115922072

**An investigation of marketing problems across service typologies**

Clemes, Michael; Mollenkopf, Diane; Burn, Darryl

Journal of Services Marketing v14n7 pp: 573

2000

ISSN: 0887-6045 Journal Code: JSV

Word Count: 9122

Text:

...1992) formulated the following three service process types:

(1) Professional services: organizations with relatively few **transactions**, highly customized, process-oriented, with relatively long customer contact times. Most value added is in the front office, where considerable judgement is applied in meeting **customer needs**. Examples of professional services include consultants, corporate banks, doctors and architects.

(2) Service **shops**: a **category** which falls between professional and mass services with levels of the classification dimensions falling between the other two extremes. These services **display** moderate degrees of customization and discretion, a mixture of people and equipment, and value is...customer is involved in the production process he/she can influence the quality of the **outcome** (Hill and Gandhi, 1992). Because professional services are defined by Silvestro et al. (1992) as...service practitioners involved in forming relationships with their customers, primarily in the area of strategy **choice** and implementation. In particular, the fact that certain marketing problems are experienced to different extents...

...that occurs during the service production process. The design and layout of physical facilities, staff **selection** and training, and customer education are examples of areas that must be addressed if service...

...enhances customer compatibility (Martin and Pranter, 1989). Additionally, managers should attempt to provide as much **choice** to the customer as possible to maintain a sense of control over the situation (Hui...

...1991). This might include express lanes, call-backs, or other means of achieving the service **outcome**.

Greater cross-fertilisation of ideas and strategies

The findings of this study also have implications...giving employees less discretion than customers desire.

The design and layout of physical facilities, staff **selection** and training and customer education are examples of areas that must be improved if service...

...which enhances customer compatibility. Managers should also try to

provide the customer with as much **choice** as possible to maintain his or her sense of control over the situation. This might include express lanes, call-backs or other means of achieving the service **outcome**.

(A precis of the article "An investigation of marketing problems across service typologies". Supplied by...

...and Bateson, J.E.G. (1991), "Perceived control and the effects of crowding and consumer **choice** on the service experience", Journal of Consumer Research, Vol. 18, September, pp. 174-82.

22...

17/3,K/11 (Item 11 from file: 15) Links

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02321487 109773656

**Speaker profits**

Temiz, Leon

Dealerscope v44n2 pp: 26

Feb 2002

**Journal Code:** DEA

**Word Count:** 825

**Abstract:**

...speaker sales. The challenge for the retailer is to present the broadest range of loudspeaker **choices** to the customers without overwhelming them, and also without stocking an inordinate amount of different SKUs. By paying close attention to the **choices** and number of vendors, the appropriate speaker mix will meet the widest range of customer...

**Text:**

Retail Executive Perspectives

How to decide loudspeaker mix and **display** issues to improve your bottom line

It's no surprise that there is great profit to be made in speaker sales. Even though video is the volume **category** that drives our industry, the growing consumer acceptance of the home theater concept provides a...

...or even seven speakers as part of the package. By paying close attention to the **choices** and number of vendors, the appropriate speaker mix will meet the widest range of **customer needs**. Combine the right mix with an emphasis on effective **display** and demonstration.

Dealers will then obtain the most out of their **chosen** speaker offerings.

Profit margins on speakers range from 35-40 points to above 50 points...

...than with video or electronics SKUs, since speakers have a longer model life than other **categories**. However, unlike video where many customers can agree on what looks good, not all customers agree on what sounds good. Speakers are a very personal product **choice**. The customer will like the sound of a particular brand or not at all. Cosmetics also plays a big part of the customer's speaker **choosing** process. The challenge for the retailer is to present the broadest range of loudspeaker **choices** to the customers without overwhelming them, and also without stocking an inordinate amount of different...

...that the lines are diverse and somewhat unique, we can provide a wide range of **choices** and avoid having SKU overlap. We sell Bose products because of its emphasis on the...

17/3,K/12 (Item 12 from file: 15) **Links**

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02273886 86924729

**Postmodern marketing: research issues for retail financial services**

Dawes, Jillian; Brown, Reva Berman

Qualitative Market Research v3n2 pp: 90-98

2000

ISSN: 1352-2752 **Journal Code: QLMR**

**Word Count: 5366**

**Text:**

...Professor of Management at Oxford Brookes University, Oxford, UK.

Introduction

Many consumers have seemingly unlimited **choice** as the supply of goods and services exceeds demand in many developed countries. The characteristics...

...loyal to a firm or a product, the postmodernist consumer exercises freedom to move where **choice** or whim indicate (Gitlin, 1989).

The problems encountered by marketers in the new environment are...customer and makes careful assessments about customer risk. FSRs, as a result, may need make **decisions** about whether it is desirable to provide services to certain customers based on their projected...

...and Bodie, 1996). Innovation should take place close to the consumer and providers need to **display** sensitivity to their **customers'**

**needs** (Kashani, 1995). The new **relational** culture should be based on customer responsiveness, generation of service innovation and partnerships with **selected** customers, all supported by internal operations which respond to and conform with the demands of...advised to re-evaluate their research approach. Gummesson (1997) believes that successful marketing is the **outcome** of qualitative studies as quantitative research often represents a fundamentalist and narrow view of science...

...1992). Easton (1995) also criticises positivist epistemology for its inability to predict the more complex **outcomes** of networks and relationships. Studies of this nature should be accompanied by interdisciplinary and pluralistic...17.

17. Davies, M. (1996), "Image problems with financial services: some considerations for improvement", **Management Decision**, Vol. 34 No. 2, pp. 64-71.

18. Devlin, J., Ennew, C. and Mirza, M...

...Gronroos, C. (1991), "The marketing strategy continuum: towards a marketing concept for the 1990s", **Management Decision**, Vol. 29 No. 1, pp. 7-13.

31. Gronroos, C. (1994), "From marketing mix to relationship marketing: towards a paradigm shift in marketing", **Management Decision**, Vol. 32 No. 2, pp. 4-20.

32. Grundlach, G., Achrol, R. and Metzner, J...pp. 138-53.

65. Wright, M. (1996), "The dubious assumptions of segmentation and targeting", **Management Decision**, Vol. 34 No. 1, pp. 18-24.

Caption: Table I; Aspects of postmodernity and their...

17/3,K/13 (Item 13 from file: 15) **Links**

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02243266 85654907

**Mass navigation?**

Solomon, Brett

Dealerscope v43n10 pp: 36-38

Oct 2001

**Journal Code: DEA**

**Word Count: 1268**

**Abstract:**

...needs to be apprized of all the features today's navigation systems



offer. From restaurant **selection** to minimizing toll roads, today's systems (which ultimately rely on road data from the...

**Text:**

Increased awareness, lower price points and more **options** all help, but a demo vehicle-rented or otherwise-drives the navigation sale

Potential customers...

...for the safety and convenience features of smart cars has given rise to entirely new **categories** of mobile electronics."

Effective Marketing

There is one common denominator that makes the difference between a just-looking' to a full-boat sale: invehicle demonstration. Although a navigation **display** on a soundboard looks pretty, a potential **customer needs** to be apprized of all the features today's navigation systems offer. From restaurant **selection** to minimizing toll roads, today's systems (which ultimately rely on road data from the...

...the system very easy, but you should probably see it for yourself to make that **determination**. We worked with a monitor mount vendor to develop a vent clip mount for the...

17/3,K/14 (Item 14 from file: 15) **Links**

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02062230 59548287

**Clarity triumphs...as well it should**

Lewis, Herschell Gordon

Catalog Age v17n10 pp: 119-122

Sep 2000

ISSN: 0740-3119 **Journal Code: CTA**

**Word Count: 2219**

**Text:**

...t cart off gold-and I know for certain that many of the judges' comparative **decisions** were a hairline apart-it's difficult for one cat- alog to understand why another...

...could be uninspired self puffery, is followed by an explanation of how to make a **selection**. New Pig never leaves the reader dangling and wondering. I think they're buttonhappy with...

...that looks at once both casual and rugged, yet polished and sophisticated....

Altogether, the Orvis catalog is a pleasure to view and to read.

## Patagonia

Patagonia is the other Gold Award cowinner in the Sporting Goods **category**. Year in and year out, issue after issue, Patagonia sets a marvelous pace, not only in copy and layout but also in concept. The **catalog** is worth studying by any competitor who wonders where **customer interest** and loyalty has gone.

One key is an explanatory sidebar, complete with illustration, for each item the **catalog** regards as either an innovation or one whose benefit isn't immediately apparent. An example...

...or the basic description in the copy block, Patagonia doubles the reader's desire to **buy** with this separate description:

### Optipull Hood

Our new, helmet friendly Optipull Hood is the first...The result is an irresistible blend of the real and the imagined, and-assuming list **selection** is at all valid-that combination has to result in inquiries from individuals who, prior...

...t beautiful, nor should they be. The catalog is a perfect match for its merchandise **selection** and its target audience (police and fire safety officials).

Outsiders may be nonplused by rhapsodizing...

17/3,K/15 (Item 15 from file: 15) **Links**

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02059829 58970374

**Catalogers Go.com: How to do it right online**

Frederiksen, Lee

Direct Marketing v63n4 pp: 30-35+

Aug 2000

ISSN: 0012-3188 **Journal Code: DIM**

**Word Count: 4151**

**Text:**

...is enough to handle customer questions." However, Curran explains further, "technology is evolving and other **options**, such as an online operator feature are available, though a bit costly to implement."

This...

...contracted some of their fulfillment needs to a third party. Sharper Image says that this **decision** was a wise one. During the 1999 holiday season when online retailers were struggling to...this little site generated \$400,000 in sales. They knew they had something. The next **decision** was to create an online site that featured all of their products but this required...

...their information so those customers know that it's fast and friendly.

#### Sell Everything

One **decision** that needed to be made was to offer clearance items along with regularly priced items...  
...price sites

were just another URL away and they may as well offer everything. The **decision** has paid off in a huge way. A full 25 percent of online sales are...not at capacity yet and this seems, for the moment, to have been a good **choice**.

#### A Look @ the Numbers

Coldwatercreek.com records 25,000 unique shopping visits a day with...

...first online customers were younger than those who shopped at the stores or through the **catalogs**. These customers were technologically savvy and could be **classified** as early technology adopters. This demographic made sense since Sharper Image **customers** were generally **interested** in technology.

1998

1998 was the first year that being online made a difference for the company with total sales through the Internet at 4 percent. Though store sales and **catalog** sales were still better by a huge margin momentum was building. Consumers were catching up...  
...household communications tool. In 1999, sharperimage.com boasted 10 percent of its sales through online **orders** with 20 percent of all new customers being generated from the Web site.

#### Practice What...

...some of the work to a third party vendor. This proved to be a good **decision**. Grant boasts that during the 1999 holiday season, where other online companies were scrambling to...

17/3,K/16 (Item 16 from file: 15) Links

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02036787 56140696

New phase for e-commerce as market models gain complexity

Chang, Joseph

Chemical Market Reporter v258n1 pp: 4, 9

Jul 3, 2000

Journal Code: CHM

Word Count: 803

Text:

...decide which business models will win and migrate to those channels that meet their specific **buyer needs** and values."

The current e-commerce landscape can be **categorized** into four business models: e-distributor, auction/exchange, aggregator and e-marketplace (see chart).

The e-distributor approach was one of the early offerings and is centered around providing a **catalog** of standard products and a basket of value-added, buyer-centric services.

"A specialty product sold into a fragmented market allows the e-distributor model to create value to the **buyer** who may have smaller volume **needs** and value-- added service requirements for technical support and even material handling issues," says Mr...

...seller) and reverse auctions (many sellers, one buyer), as well as a platform for completing **transactions** on a bid-ask basis. This model provides a dynamic trading platform for fungible commodity...  
...at all. "It appears to be very early in the game to ascribe an investment **decision** as to who is in the lead and who is going to dominate in the...

17/3,K/17 (Item 17 from file: 15) Links

ABI/Inform(R)

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02000230 51252504

**Service quality in the New Zealand market for construction hardware**

Garland, Ron; Tweed, David; Davis, Neil

Journal of Marketing Theory & Practice v7n4 pp: 70-80

Fall 1999

ISSN: 1069-6679 Journal Code: MTP

Word Count: 6392

Text:

...loyalty and attracting new customers via the testimonies of existing customers. In turn, the desired **outcomes** of these two basic growth strategies (existing customer retention and new customer acquisition) are increased...to replicate these critiques at length here, but rather to use

them to reaffirm the **choice** of a perceptiononly operationalization of service quality. Undoubtedly, PZB have made substantial contributions to measuring...dimension items are affected as well as the "never too busy to respond to customers ' **requests** "item from the Responsiveness dimension, two of the four Assurance dimension items, the "newproducts on **display**" item (from Tangibles) and "understands the specific **needs of customers**" from the Empathy dimension. Table 6 provides the means for each **category** of "change in business" and indicates which means are significantly different to each other.

The...

17/3,K/18 (Item 18 from file: 15) **Links**

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01968767 47174209

**Radio: Agnes Lukasewych**

Bachman, Katy

Brandweek v40n46 pp: S48-S52

Dec 6, 1999

ISSN: 1064-4318 **Journal Code: IADW**

**Word Count: 1103**

**Text:**

...the best rates, and along with that, use whatever data is available to make intelligent **choices**. She looks at all of those things."

It's not unusual for Lukasewych to hit...

...WNNX-FM). In Los Angeles, it's KPWR-FM's Big Boy, whose picture she **displays** "as my inspiration for eating a salad."

And, she adds, "I like anything news." Her surfing and multicultural **interests**

have paid off. Lukasewych's **clients** praise her for her knowledge of radio beyond the numbers. "She can tell you the...

...you who is listening to hip-hop, and the refinements of all the different music **category** formats," says Wade Stackhouse, manager of media services for Conagra Brands, formerly Hunt Wesson. For Stackhouse, Lukasewych has **bought** dozens of brands, including Wesson Oil, Peter Pan Peanut Oil, and Orvil Reddenbacker popcorn.

"Most...s advertising gets on the right stations at the right times.

"We need to make **decisions** quickly. We push back and revise flights constantly," says Gill. "And [Lukasewych] is a large...

17/3,K/19 (Item 19 from file: 15) Links

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01826824 04-77815

**The 10 best catalog loyalty tools**

Dowling, Melissa; Chiger, Sherry

Catalog Age v16n7 pp: 229-234

Jun 1999

ISSN: 0740-3119 Journal Code: CTA

Word Count: 1212

**Text:**

...it this far in business, you know that repeat customers are the lifeblood of any **catalog**. But you may not know what constitutes a loyalty program. Ernie Edelstein, president of Escondido, CA-based **catalog** consultancy The Marketing Arm, believes that a good loyalty mechanism should accomplish the following:

Provide an incentive for customers to **buy** from you regularly.

Induce customers to spend more money each time they **buy**.

Make your **catalog** the "resource of **choice**" within its **category**.

Provide a perception that the **customers** have a vested **interest** in buying from your **catalog**.

Provide a vehicle that helps establish a genuine rapport between your company and your customers.

Provide supplemental vehicles to the **catalog** through which customers can be induced to make additional purchases.

Provide customers with the opportunity...

...an extra incentive for customers who have not purchased for a period of time to **buy** again.

Ensure that the benefits of membership are designed to bring customers back to the...

17/3,K/20 (Item 20 from file: 15) Links

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01808453 04-59444

**Emercis gives NT shops solid catalog control**

Kvitka, Andre  
InfoWorld v21n14 pp: 65  
Apr 5, 1999  
ISSN: 0199-6649 Journal Code: IFW  
Word Count: 859  
Text:

...there. Although the management of product inventories, sales promotions, and campaigns begin with a business **decision**, implementation is often done by the technical staff that manages the hardware and software necessary...

...nontechnical user with its recently shipped Emercis Catalog Server, Version 1.5, which gives business **decision**-makers control of an unlimited number of products and how they are sold.

Essentially, Catalog...

...the buying process. For example, a customer could purchase a set of name tags and **request** specific names for each tag.

In addition, I could allow for various product search **options**, such as a full-text database search, a textindex search, or a Boolean search. I could also design **display** promotions such as cross-sells, in which a related product is suggested based on the features of the product a **customer** is **interested** in. And I could visually promote products within **categories** using product spotlights.

Using Web browser templates, I was able to manipulate almost all product aspects and the **categories** to which they belonged, and thanks to supplied templates, I had a functional store running...

17/3,K/21 (Item 21 from file: 15) Links  
ABI/Inform(R)  
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01788045 04-39036  
**The world's oldest start-up**

Grossmann, John  
Inc. v21n3 pp: 58-68  
Mar 1999  
ISSN: 0162-8968 Journal Code: INO  
Word Count: 3100  
Text:

...easier for Tropic's. Terra has done the groundbreaking work of establishing the premium-chip **category**. Generally priced at a dollar or two below the competition, Tropic's chips could look...

...on supermarket shelves. Although vending operators are always looking for new products to enliven their **displays** and entice **customers**, they're more **interested** in counting profits. Margins and turns are what they're after. Frito-Lay's nationally...

...a slam dunk in vending, where research shows that the typical customer generally tries to **buy** the most product for the smallest number of coins.

Through the fall of 1998, as...a thin, crisp bread called casabe. Popular in South America, casabe would offer a healthful **option** for those with wheat allergies and might, as a unique product, help open the door...

17/3,K/22 (Item 22 from file: 15) **Links**

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01763451 04-14442

**Multiple analytical tools**

Wheaton, Jim

Catalog Age v16n2 pp: 65-66+

Feb 1999

ISSN: 0740-3119 **Journal Code: CTA**

**Word Count: 1932**

**Abstract:**

Despite a vast **selection** of analytical tools available, many catalogers do not stray from the traditional customer segmentation of...

**Text:**

...and quantitative analysis database techniques will help you boost sales and profits

Despite a vast **selection** of analytical tools available today, many catalogers don't stray from the traditional customer segmentation...

...more than one-half of catalogers still rely mainly on RFM cells to make promotional **decisions**.

But integrating multiple analytical tools into your database program doesn't have to be as...the past 12 months. Marketing insight from the tree segments can help you tailor your **catalog** to the demographic characteristics and product **interests** of multiple **customer** groups.

To identify multiple types of customers, our cataloger ran a tree analysis



off database fields limited to merchandise **categories** and demographics. These fields are the most likely to offer clues on how to match the **catalog** offer to a **customer's needs**. Other variables, including recency, frequency, and average **order** size, help predict purchase behavior but provide little insight into **customer** lifestyles or **interests**.

The results of our cataloger's tree analysis are illustrated in the chart above. We see that female customers generate \$2.88 in sales per **catalog** mailed, more than twice that of the \$1.42 generated by male buyers. But the analysis also reveals that a small pocket of male customers who **bought** jewelry actually generate more revenue than the average female buyer.

The cataloger set out to...

...special events that will require a gift.

A consulting service to help participants with gift **selection**. The cataloger staffed its inbound call center with specially trained "gift consultants." This service was...

17/3,K/23 (Item 23 from file: 15) **Links**

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01752030 04-03021

**Where are they now?**

Anonymous

Catalog Age v16n1 pp: 65-70

Jan 1999

ISSN: 0740-3119 **Journal Code:** CTA

**Word Count:** 1990

**Abstract:**

...exact - are no longer in existence. But there are success stories as well: Collector's **Choice** Music (part of the \$77 million Playboy catalog division), Bags & Bows (now part of New...

**Text:**

...has its success stories as well. Among the books that we profiled that year: Collectors' **Choice** Music (part of the \$71 million Playboy catalog division), Bags & Bows (now part of New...

...wallboards. According to NET, Beyond the Wall has doubled its profits since the acquisition.

Collectors' **Choice Music** (from Playboy)

Product category: CDs, cassettes, and videos

Annual sales: \$15 million

Editions/year...

...Felissimo merchandise, which results in higher profit margins."

Most important lesson learned: "Listen to your **customers!** We enclose a **customer service survey** card with each shipment, which allows our customers to tell us what they like and dislike about the **catalog**, customer service, and product **selection** so that we can address problems or concerns on a timely basis and make improvements to the **catalog**."

Gifts For Grandkids

Product **category**: gifts and toys for newborns through 12-year-olds  
In 1995, Gifts For Grandkids became...

...s catalog since then. "We've organized everything by age to make it easier to **shop**, and we've developed the Grand Gift Counsel, a group of people who are grandparents...Biggest change: "Originally we mailed to several individuals at companies; now we target [fleet management] **decisionmakers** at companies," says marketing manager Chris Walsh.

Most important lesson learned: "Choosing good suppliers with...

...The catalog no longer sells cooking wares and utensils, and it has expanded its food **selection**. "We've also private-labeled more products and distributed them to natural food stores around...

...year: 2

Biggest change: "We have a wider product range-the same products, but more **options** within each product," says David Kolko, VetSource's vice president of marketing.

Most important lesson...says. "And we'll continue our relationship with them." Brylane also publishes the Sears Smart **Choice**, Big & Tall, and Style for Men catalogs.

(Table Omitted)

Captioned as: M.I.A.

**Company Names:**

...

Collectors **Choice**

ABI/Inform(R)

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01572289 02-23278

## Out of the valley of death

Lebowitz, Jeff; Hale, Richard D

Mortgage Banking v58n4 pp: 67-78

Jan 1998

ISSN: 0730-0212 Journal Code: MOB

Word Count: 4637

### Text:

...focus of mortgage lenders shifted from controlling costs to improving customer service. Lenders have many **choices** in the way they view their primary reason for investing in the technological infrastructure of their operations. Among the **choices** are: controlling costs; improving customer service; managing operational risks; simplifying work design; gaining competitive advantage...2

(Graph Omitted)

Captioned as: Figure 3

New customer clusters are formed based on the **outcome** of profitability scoring. With these analyses, lender actions may be customized for particular market segments...

...new customers and in attempts to retain profitable ones. These techniques allow companies to make **decisions** about products, pricing, investments and distribution based on experience with customer behavior and attitude, rather...  
...Research Note, January 31, 1995).

Data mining is emerging as an important part of the **decision**-support marketplace. The technology is experiencing rapid growth as corporations around the world are implementing...companies have discovered the value of information-based marketing and how to apply technology and **decision** analytics. The process required to implement such an approach is complex and costly, but the...

...to have a central information repository that could support marketing needs for analysis, segmentation and **selection**. The first step was to build a database that consolidated customer data from three different...

...brought in a group of consultants to help upgrade the system and assist in the **selection** of state-of-the-art **decision** support tools. The consulting team included technology experts, information-based marketing analysts and marketing specialists...needed an early warning system that could accurately identify customers who were at-risk and **rank** them by profitability. The first step was to build a model designed to predict individual customer profitability across the entire

**portfolio**. Once this was in place, bank marketers were able to make **selective** offers of lower fees or **interest** rates if and when a **customer** called to cancel an account. This was a good first step, but the "save" rate...

...that could be combined to appeal to each prospective defector. Among the available features were **options** to remove an existing fee, to lower interest rates or to allow a skip-a-payment **option**. Not only did the bank reduce attrition by almost 70 percent among this group, these...

...credit and lifestyle information from third-party providers.

These successful companies have implemented tools for **decision** support, reporting, analysis and data mining, and marketing campaign management that enable differentiation, ranking, prediction...the scorecard, a lender will evaluate a range of capabilities including data capture, analytical and **decision** support tools, staff expertise, marketing program development, business focus and organizational structure. Comparing current capabilities...

...these findings. Succeeding steps in the development plan then can be prioritized and phased, and **options** for proceeding can be evaluated.

Build or outsource?

One of the first **decisions** to be made is who will build the system. There are three basic **options** for this: \* Build it with internal resources.

\* Hire specialized consultants to work with internal staff...

...to hire outside experts who are skilled in designing and building such systems. But the **choice** must be made to suit the individual company's needs and objectives.

To begin, the...

...Lastly, the system will be "open" to accommodate a growing number of technology and tool **options**, which will be evaluated for future integration into the system.

Using such a system...

17/3,K/25 (Item 25 from file: 15) **Links**

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01533125 01-84113

**Fashion victim**

Cheary, Natalie

Marketing Week v20n30 pp: 36-39

Oct 23, 1997

ISSN: 0141-9285 **Journal Code: MWE**

**Word Count:** 1851

**Text:**

...also found that New Look is second only to Marks & Spencer when it comes to **customer** loyalty.

The **survey**, which involved 6,000 women of all ages, social classes and locations over a period of 32 weeks, showed that 23 per cent of respondents regularly **shop** in New Look. Dorothy Perkins **ranked** third, Top **Shop** seventh, Etam ninth and River Island tenth.

Plans to launch a home shopping **catalogue** and ranges of footwear and underwear in every New Look store were also announced last...Next. Etam was placed near the bottom yet when the shoppers were given a similar **selection** with the labels taken out, Etam was ranked one place behind M&S at the...

17/3,K/26 (Item 26 from file: 15) **Links**

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01527407      01-78395

**Shopping made easy**

Fulcher, Jim

Manufacturing Systems v15n10 pp: 18-20

Oct 1997

ISSN: 0748-948X **Journal Code:** MFS

**Word Count:** 605

**Text:**

...by giving customers all the customized up-to-date information they need to make purchasing **decisions**, whenever they want to make them. This solution also allows them to reduce the number, size, and frequency of physical **catalogs**, along with eliminating costly customer calls, fax-back inquiries, and **order** inaccuracies."

One of the system's key features is its flexibility, Zikakis says, which allows users to personalize **catalogs**. For example, a business can tailor its **catalog** to meet the information and presentation **needs** of different **customer** segments and individual customers. Some users will want to view a **catalog** by product **category**, for instance, while others want to set price limits, and then view all products within those limitations.

"Manufacturers often negotiate price for individual customers. LiveCommerce allows them to create **catalogs** that reflect the prices those customers pay," Zikakis says. "That personalization also could account for

17/3,K/27 (Item 27 from file: 15) Links

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01497908 01-48896

**Portfolio management in new product development: Lessons from the leaders--I**

Cooper, Robert G; Edgett, Scott J; Kleinschmidt, Elko J

Research-Technology Management v40n5 pp: 16-28

Sep/Oct 1997

ISSN: 0895-6308 Journal Code: RMG

Word Count: 7737

**Text:**

Headnote:

Effective portfolio management, project **selection** and resource allocation were deemed critical to new product success at 35 companies. However, virtually...

...short-term versus long-term new product projects.

We define portfolio management as a dynamic **decision** process, whereby a business's list of active new product (and R&D) projects is ...

...or de-prioritized; and resources are allocated and reallocated to the active projects.

The portfolio **decision** process is characterized by uncertain and changing information, dynamic opportunities, multiple goals and strategic considerations, interdependence among projects, and multiple **decision** makers and locations. The process encompasses or overlaps a number of **decision**-making processes within the business, including periodic reviews of the total portfolio of all projects (looking at the entire set of projects, all projects against each other), making Go/Kill **decisions** on individual projects on an on-going basis, and developing a new product strategy for the business, complete with strategic resource allocation **decisions**.

New product portfolio management sounds like a mechanistic exercise of **decision** making and resource allocation. But there are many unique facets of the problem that make it perhaps the most challenging **decision**-making faced by the modern business. First, new-product portfolio management deals with future events and opportunities; thus, much of the information required to make project **selection** **decisions** is at best, uncertain, and at worst, highly unreliable. Second, the **decision** environment is a dynamic one; the status and prospects for projects in the portfolio are...

...amounts and "goodness" of information. Finally, resources to be allocated across projects are limited; a **decision** to fund one project may require taking resources away from another, and resource transfers between...

...new. Over the decades, the topic has surfaced under various guises including "R&D project **selection**", "R&D resource allocation", "project prioritization," and "portfolio management". By the early 1970s, dozens of...

...problem is one of constrained optimization under conditions of uncertainty: a multi-project, multi-stage **decision** model solved by mathematical programming. The original portfolio **selection** models were thus highly mathematical, and employed techniques such as linear, dynamic and integer programming...are leading firms handling portfolio management? Here we outline the portfolio methods used by a **selection** of companies known to be actively using or developing and implementing a portfolio management process...

...findings which became evident immediately:

First, every company we interviewed believed the portfolio management, project **selection** and resource allocation problem to be critical to new product success. However, virtually all companies had experienced problems with project **selection**. And with resources tighter than ever, the issue of proper resource allocation and picking the...

...another driver of improved portfolio management techniques.

Second, the problems the companies faced in project **selection** and portfolio management that were creating the sense of urgency for better portfolio management are...

...the quality of current portfolios.

\* Tunnels, not funnels-A related problem is that Go/Kill **decision** points-the gates in new product processes-were often perceived to be ineffective. In too...

...the intention of being stopped!" Only 12 percent were handled thoughtfully with rigorous Go/Kill **decision** points. Even when killed, the complaint in some firms was that projects had a habit...

...being resurrected, perhaps under a new name.

\* We observed that criteria for making Go/Kill **decisions** were inadequate or not used, and that often a mechanism for rating, prioritizing or even...

...as technology platforms, missing.

(Table Omitted)

Captioned as: Key Problems in Portfolio Management and Project Selection

Many of the portfolio techniques presented below are new to the companies involved. For example...explicitly. Which goal was most emphasized by the firm in turn seemed to influence the **choice** of portfolio method. These three broad or macro goals were:

\* Value Maximization-In some firms...

...showing balance but most effective if the goal was maximization against an objective. Thus, the **choice** of the "right" portfolio approach depends on which goal management explicitly or implicitly focuses on...

...namely, its expected commercial value. This calculation, shown in Figure 1, is based on a **decision** tree analysis, and considers the future stream of earnings from the project, the probabilities of...

...This ECV model has a number of attractive features. Because it is based on a **decision** tree approach, it recognizes that if the project is halted partway through, certain expenses are not incurred, and that the Go/Kill **decision** process is a step-wise or incremental one. (For example, the simplistic route adopted by...a nuclear firm in the U.K. The method is one advocated by the Strategic **Decisions** Group (12).  
(Formula Omitted)

The next method overcomes the limitation of relying on only a...

...balance of projects.

#### Scoring models

Scoring models have long been used to make Go/Kill **decisions** at individual project reviews or gates, but they are also applicable to project prioritization and...

...criteria), or there were serious problems in the actual use of the model at management **decision** meetings. Consequently, such models often fell into disuse. The key seemed to be the construction...score for the project. This final score is used for two purposes:

1. Go/Kill **decisions** at gates-The program attractiveness score is one input to the Go/Kill **decisions** made by senior management at each gate in Hoechst's Stage-Gate(tm) new product...for thousands of spins of the wheel), and the result is a distribution of financial **outcomes**. From this, the expected NPV and its range is determined-an NPV figure in which all commercial **outcomes** and their probabilities are figured. P&G shows this range of NPVs as simply an...a scoring model, but in this case to construct the axes of the two-dimensional **portfolio** bubble diagram.

A variant on this scoring approach is employed by Speciality Minerals (17). A scoring model is used to make Go/Kill **decisions** at gates and also to **rank-order** projects on a prioritization list. Seven



factors are considered in the firm's scoring model: business-unit interest, customer interest, sustainability of competitive advantage, technical feasibility, credibility of the business case, fit with technical/manufacturing...

...s seven-factor scoring model does double duty: It is the basis for Go/Kill decisions at gate reviews, and it provides five factors (and data) to construct the two axes of the portfolio bubble diagram. The gate decisions are thus closely linked to portfolio reviews.

#### Traditional Charts

There are numerous parameters, dimensions or...

...to use all the maps and charts recommended.

3. These methods are information display, not decision models per se. Unlike the value maximization methods, the result is not a convenient rank...

...only a starting point for discussion. Management still has to translate the data into prioritization decisions. Some failed; too many maps, or the wrong maps, may have contributed.

4. It was...confusion (the company has since worked out a better method of integrating portfolio and gate decisions). At R&C, electronic portfolio maps were also used at gate meetings, but only a...

...should be dismissed outright. Certainly not! But such approaches should be used with care; the choice of maps (which axes to use in the plots, for example) and charts (which parameters...

...10, 4 (1993): pp. 273-290. 5. Archer, N. P and E Ghasemzadeh. "Project Portfolio Selection Techniques: A Review and a Suggested Integrated Approach." Innovation Research Centre Working Paper No. 46, McMaster University, 1996.

6. Baker, N. R. "R&D" Project Selection Models: An Assessment." IEEE Transactions on Engineering Management. EM-21, 4 (1974): pp.165-170.

#### Reference:

7. Baker, N. R. and W H. Pound. "R&D" Project Selection: Where We Stand." IEEE Transactions on Engineering Management. EM-11, 4 (1964): pp. 124-134.

8. Danila, N. "Strategic Evaluation and Selection of R&D Projects." R&D Management 19, 1 (1989): pp. 47-62. 9. Liberatore, M. J. "A Decision Support System Linking Research and Development Project Selection with Business Strategy." Project Management Journal 19, 5 (1988): pp. 14-21. 10. Although we were...

...projects compete against process developments, product maintenance projects and even fundamental research projects.

11. This **decision** rule of rank order according to the ratio of what one is trying to maximize...

...We did simulations with a number of random sets of projects, and found that this **decision** rule worked very well-truly giving "maximum bang for buck"!

12. Taken from internal documents and discussions with Patricia Evans of Strategic **Decisions** Group.

13. Matheson, D., J. Matheson and M. Menke. "Making Excellent R&D **Decisions**." Research - Technology Management (November-December 1994): pp. 21-24.

14. P. Evans. "Streamlining Formal Portfolio..."

**Descriptors:**

...**Decision** making

17/3,K/28 (Item 28 from file: 15) **Links**

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01400904 00051891

**How to get supply base to a more manageable number**

Anonymous

Purchasing v122n4 pp: 45-46

Mar 20, 1997

ISSN: 0033-4448 **Journal Code:** PRG

**Abstract:**

Before realizing benefits from implementing such new online purchasing tools as electronic **catalog** ordering processes or electronic data interchange (EDI), most MRO buyers need to consolidate their supplier bases. There are six basic steps for consolidating an MRO supplier base: 1. defining **customer needs**, 2. determining marketing and supplier intelligence and information, 3. defining supplier cost and value analysis, 4. negotiating with suppliers, 5. determining **selection** criteria to **rank** suppliers, and 6. implementing new supplier agreements.

17/3,K/29 (Item 29 from file: 15) **Links**

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01354445 00-05432

## Propelling your database

White, Tony

Catalog Age v14n1 pp: 57-61

Jan 1997

ISSN: 0740-3119 Journal Code: CTA

Word Count: 2355

Text:

...the other might want gardening equipment and travel products.

While psychographic research can influence your **choice** of promotions, merchandising and creative, some catalogers even use it to determine which acquisitions and...

...tools of market research

Most of us know that companies such as Claritas, Equifax National **Decision** Systems and The Polk Co. can provide you with critical research. Claritas, for instance, offers...

...create such geopsychographic clusters as Blue Blood Estates and Shot Guns and Pickups. Equifax National **Decision** Systems facilitates market and consumer segmentation with its MicroVision product. The Polk Co., as well...

...director of direct marketing.

Blind mail surveys. Most catalogers, when they bother to research their **customers** at all, simply stick a **questionnaire** in an outgoing package. Such survey information-assuming it even comes back-is by nature

...

...a satisfied customer. You're better off mailing questionnaires directly to customers without mentioning the **catalog** by name in **order** to discover what they really think about shopping by mail for items in your product **category**. You may find, for instance, that a lapsed customer stopped buying following a bad experience with an **order** -taker, or after finding the same product out of stock twice. Or a prospect who...

...the cost of shipping and handling. This kind of research tells you immediately why customers **buy**-or don't.

Simmons Market Research Bureau and Mediamark Research Inc. Simmons and MRI conduct...

17/3,K/30 (Item 30 from file: 15) **Links**

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01283534

99-32930

## Think small

Jollymore, Peter G

Telephony v231n10 pp: 26-28

Sep 2, 1996

ISSN: 0040-2656 Journal Code: TPH

Word Count: 980

Text:

...simple things: lengthening the company's business hours, providing self service and "always on" feature **options** for customers, and billing more services based on usage rather than monthly subscription charges.

The...

...CallMall offers a number of services:

Shopper's Boulevard lets customers bank at home or **shop** from **catalogs** or from merchants in a variety of **categories**.

Personal Mall contains a customized version of Shopper's Boulevard to reflect a specific **customer's** particular tastes and **interests**

**Catalog Rack** includes a list of dozens of **catalogs** from which customers can **order** electronically.

News Stand provides access to weather reports, winning lottery numbers, movie schedules, ski reports...

...other regions throughout Canada is Name That Number, a reverse directory assistance service. Using this **option**, a customer can access directory assistance information with a touch-tone phone. An IVR application...

...name and locality of the inquiry to the caller in his or her language of **choice**. The service uses a standard telco directory assistance database combined with text-to-speech conversion...

...launches are the evolution of electronic doors, making the delivery channel richer, and enhancing customers' **choices** and lifestyles.

Conventional industry wisdom says that small companies will have a difficult time surviving...

17/3,K/31 (Item 31 from file: 15) **Links**

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01206517 98-55912

**Research forecasts banking upheavals**

Anonymous

Financial Technology International Bulletin v13n8 pp: 5-7

Apr 1996

ISSN: 0265-1661 Journal Code: FTI

Word Count: 1684

Text:

...profitable clients from those who are marginal or loss making.

Products will be grouped around **customers'** core **needs** in four basic **categories**, suggests the report: cash management, risk management, investments for wealth/future income, and borrowing. 'Banks must manage their **portfolio** of tailored products, sometimes outsourcing their manufacture but never losing the critical customer-interfacing elements of their delivery.' states the report.

Overall, the relative importance of delivery channels for routine **transactions** will change dramatically by the beginning of the next century. Coopers' research indicates that bank...

...increasingly by express banking shops in offices, shopping malls, and leisure areas. Among remote service **options**, screen-based services using PCs, TVs, enhanced ATMs and kiosks will be most popular, replacing...

17/3,K/32 (Item 32 from file: 15) **Links**

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01204549 98-53944

**Apply your marketing talent to promote on-line banking**

Lian, Tanja

Bank Marketing v28n5 pp: 25-30

May 1996

ISSN: 0888-3149 Journal Code: BNM

Word Count: 2753

Abstract:

...Your Money started losing market share in the mid-1980s when the company made a **decision** to maintain a price of \$150 in the retail marketplace and Quicken entered the marketplace...

Text:

...Your Money started losing market share in the mid-1980s when the company made a **decision** to maintain a price of \$150 in the retail

marketplace and Quicken(TM) entered the...called "Where Does My Money Go?" that allows customers to track each bill payment or **transaction** by allocating that **transaction** to a **category**.

The full Managing Your Money product has a **portfolio** management section, planning capabilities, and a tax section that provides an estimated tax position and automatically links all **transactions** to a **tax category**

"Throughout the product we anticipate what the **customer needs**," says Harrison. "For example, we have a mortgage refinance calculator. When consumers decide it's...they'll have access to the information and expertise that they need to make intelligent **decisions**."

While consumers may not use branches as they once did, there is still strong evidence...

...financial institution to provide an interactive service to consumers that helps them with their financial **decisions**, which can be a very personal service."

Marketing Will Play a Vital Role in On...

17/3,K/33 (Item 33 from file: 15) **Links**

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01144144 97-93538

**Maturing notebooks now measured by PC standards**

Burden, Kevin

Computerworld v30n3 pp: 84-85

Jan 15, 1996

ISSN: 0010-4841 **Journal Code: COW**

**Word Count: 1201**

**Abstract:**

...at better than competitive prices, while Toshiba users listed hard disk capacity among their top **decision** influences. IBM customers showed the greatest interest in raw technology.

**Text:**

...We asked 278 managers who purchase notebooks. "What's the most important criteria in your **selection** of a notebook?" The most common answers: screen quality and performance comparable to desktop models...

...users ranking usability "very good" or citing it as the top reason for their notebook **choice**.

Most of the six criteria that were ranked most important relate to Apple's engineering...

...strong, dependable products, which we feel is a good trait [on which] to base a **decision**," says Lisa O'Dell electronic data interchange manager at Farmland Foods, Inc. in Kansas City...

...critical." Holding everything else equal, Compaq's "reputation and quality of service made our final **decision**," says Lee Weixelbaum, data services manager at Lifelink Foundation, Inc. in Tampa, Fla.

In overall...

...where Dell scored well. Users cited those areas as the major reasons for their buying **decisions**; users rated their satisfaction with both **categories** higher than what other notebook vendors posted.

Compatibility. isn't among the top four criteria for Dell users, but it **ranked** fifth in importance and was praised by 13 Dell users.

IBM shows technical strength

IBM **customers** showed the greatest **interest** in raw technology. Sharp text **displays**, rich colors and overall screen quality were listed as top reasons for **choosing** an IBM notebook. "The resolution is crisp and clear. Its active-matrix screen really brings...

...the world, so we paid a lot of attention to reliability when [we made] our **decision**," says Luke Voltz, manager of data center operations at Neutrogena Corp. in Los Angeles. "We...

...manager at the U.S. Environmental Protection Agency. "So in the end, price made our **decision**." But don't expect to be wooed by NEC's list prices. "We had to users listed hard disk capacity among their top **decision** influences. "I would rate it "very good" if they could improve the speed [of the...

17/3,K/34 (Item 34 from file: 15) **Links**

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01118881 97-68275

**An empirical analysis of the integration-responsiveness framework: U.S. construction equipment industry firms in global competition**

Johnson, Julius H Jr

Journal of International Business Studies v26n3 pp: 621-635

Third Quarter 1995

ISSN: 0047-2506 Journal Code: JIB

Word Count: 5492

**Text:**

...that demands some form of competitive response. Since these businesses lack cost advantages, the default **choice** for the locally responsive competitors is some form of differentiation [Porter 1986]. Differentiation can take...

...In all forms of differentiation, marketing investment is required for the differentiating business to attract **customers** with **selective interest** in the particular form of differentiation sought. It is reasonable to expect that a group of businesses following a locally responsive strategy **displays** higher overall differentiation scores than businesses pursuing a cost-based strategy.

Multifocal businesses pursue differentiation in a similar fashion. Therefore, businesses in the multifocal groups should **rank** higher than businesses in the global groups with respect to marketing differentiation attributes.

H1a: Businesses...Strategic studies [Chandler 1962; Child 1972; Miles and Snow 1978] show that very different strategic **choices** can lead to the same level of success for businesses. Moreover, studies of businesses struggling...

...integration and responsiveness commonly exist, assuring that in any single industry a variety of strategic **options** would be possible [Doz 1986; Ghoshal and Bartlett 1990; Porter 1990]. If there were no... ranking is not expected. One possible reason for the consistently low rating might be the **choice** mechanism used to implement the locally responsive strategy. These businesses apparently enter markets that naturally...the I-R framework can provide a framework for an ex-post analysis of competitive **options**. In the future, the framework might be extended to the analysis of other strategic issues...

...Mass.: MIT Press.

Child, John 1972. Organizational structure, environment, and performance: The role of strategic **choice**. Sociology, 6: 1-22.

Cvar, Marquise. 1984. Competitive strategies in global industries. Unpublished dissertation. Harvard...

17/3,K/35 (Item 35 from file: 15) **Links**

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01095218 97-44612

**In the bag**

Litherland, Sue

Marketing pp: 43-44



Sep 14, 1995

ISSN: 0025-3650 Journal Code: MAR

Word Count: 1148

**Abstract:**

...how quickly it will be eaten, according to Paul Beresford of Cambridge Market Research. Increasingly, **decisions** are being made at the point of purchase and to get at that moment of **decision**, the National Opinion Poll Research Group is using surveillance cameras in stores. Shopping behavior can...

**Text:**

...20 found that boys receive little instruction through the media on how to dress or **shop** and as a result they are "totally blinkered, and seek endorsement with their peers by...

...they go shopping". In the new concept, Dolcis has segregated female and male shoes into **displays** focusing on the functionality of shoes for the boys and on fashion over practicality for...

...girls.

Like Dolcis, retailers and manufacturers seeking a competitive edge are increasingly researching the emotional **needs** of their **customers**. Where food is concerned, these are linked to whether the purchase is for the buyer...

...chief executive of Cambridge Market Research.

Shopping, he says, can be broadly divided into three **categories**: **selected** purchases that tickle the fancy, solution purchases that answer anticipated **needs**, and replacement shopping.

"If **customers** are buying food for themselves to be eaten instantly they are open to fancy names...

...to the appetite. But if it is to be used later for the family, the **decision** is more rational, price bears a greater influence and the communication of ordinary wholesome values...

...the shopping trolley with regards to what will be bought to go with it."

Increasingly, **decisions** are being made at the point of purchase and to get at that moment of **decision** the National Opinion Poll Research Group is using surveillance cameras in supermarkets, garage forecourts, newsagents...

...and why," he says.

NOP found, for example, that who you shop with can influence **decisions**. Kids become bored and disruptive when parents are shopping for a fridge and as they...

**Descriptors:**

...Decision making

17/3,K/36 (Item 36 from file: 15) Links

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01043144 96-92537

**Divorcing order-taking from selling?**

McSparran, Kent

Beverage World v114n1591 pp: 152

May 1995

ISSN: 0098-2318 Journal Code: BEV

Word Count: 768

**Text:**

...orders for the account. Should we call it selling or order-taking? Regardless of your **choice**, how should these distinctly different activities be assigned and compensated?

Determining requisite skill sets

Most...

...accounts need a skilled salesperson as opposed to an order-taker. Many accounts have no **decision-maker** on site, so salespeople have little opportunity to sell new products or merchandising concepts...

...in a number of ways, including electronically or over the telephone. In addition, well-defined **decision-support** tools need to be developed for order-taking to minimize the experience and skills...

...merchandising concepts must provide ways to increase the gross-profit contribution of the entire beverage **category**, not solely the salespersons' brands. These concepts include seasonal brand promotions and in-store **displays**, locating product with compatible co-brands and creative thematic point-of-sale material.

The challenge is not in making all **order-takers** into salespeople. The challenge is to successfully align company resources with the real **needs** of the customer base. These resources must be invested proportionately with the profit potential of each account. Invest...

...for selling skills in a job that can be performed by a merchandiser or

an order-taker.

Certified management consultant Kent McSparran is a managing partner of The Denver Management Group...

17/3,K/37 (Item 37 from file: 15) Links

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01023326 96-72719

**Using interactive media for bank marketing and sales**

Perez, David

Bank Marketing v27n5 pp: 68-72

May 1995

ISSN: 0888-3149 Journal Code: BNM

Word Count: 2790

**Text:**

...text, data, high-resolution graphics and audio. Video and three-dimensional animation are also feasible **options** with this format.

Because of the differences in the amount of information each system can...

...to direct marketing surveys and requests for information open up all kinds of database building **options** and highly focused target marketing strategies.

It is important to note that when devising a...number of ways to deliver the information on the mutual funds for example.

Kiosks can **display** product listings. The name of each mutual fund, for example, is listed with the **option** of reading more detailed information about investment objectives, investor profile, track record and **portfolio**.

Also, customers can create their own investor profile using an interactive information kiosk. **Customers** can complete an investor **survey** that will help them **rank** their profile and risk tolerance. The program will deliver a recommended investment mix of funds...

...bank's investment officer for further information. The computer may be set up to conduct **transactions** allowing the customer to transfer funds from existing accounts into the appropriate mutual fund accounts...

...such as historical rates of return for various investments.

2. A detailed description of investment **options** offered by the institution.

3. An investor profile containing as many as 15 inputs to...loan products. And calculations can be made on screen to show different growth or payment **options**. The system features a built-in "sell" button to allow bankers to close a sale...

...is carried over multiple frequencies. Interactive television will allow consumers to select from different menu **options** on their television screens.

CD-ROM: A compact disc with read-only memory, which means...  
...for all the documents and files stored on a WAIS database, which can include a **selection** of materials on a specific topics.

World Wide Web: The Internet's popular interlinked library...

17/3,K/38 (Item 38 from file: 15) Links  
ABI/Inform(R)  
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00999892 96-49285  
**Better way to sell cels**

Anonymous  
Chain Store Age Executive v71n3 pp: 158-159  
Mar 1995  
ISSN: 0193-1199 **Journal Code: CSA**  
**Word Count: 847**  
**Text:**

...to phone customers who had inadvertently purchased an already-sold cel and explain that their **selection** was no longer available.

IBM custom-designed the CelSearch solution for Warner Bros. based on...

...so large, retrieving them from a central server over phone lines was never a serious **option**, Wong says. Nonetheless, each PC is connected via modem to a cluster of three IBM...

...sold through the CelSearch system, Wong says. Some cels are sold by actually being physically **displayed** in a store. The number of cels a store puts on wall-**display** directly correlates to the **level** of interest of its customer base.

Cels sold on store walls are available through the host store only, and are ...

...shown on the CelSearch system, Wong says. "CelSearch is what enables us to offer a **selection** far beyond what we could offer through wall-**display** alone."

She says future plans call for linking the CelSearch system to the chain's

17/3,K/39 (Item 39 from file: 15) Links

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00884407 95-33799

**Specialty fabrics, insulations and closure systems**

Anonymous

Sporting Goods Business v27n6 pp: SS1-SS29

Jun 1994

ISSN: 0146-0889 Journal Code: SGB

Word Count: 8628

**Text:**

...you have a lot of first-hand information to offer.

You get down to final **choices** in clothing, sleeping bags, packs and footwear. Your customer is having a hard time making...

...regular employee meetings with the sole purpose of discussing the group's latest test findings. **Select**, by vote, a product from each major **category**-technical clothing, footwear, gear--to be the "Employee Favorite" or "Employee Pick of the Week..."

...and comments about why he or she liked it. Then mount the card on the **display** fixture for that product. You'll find that your **customers** are very **interested** in the personal opinions of the store's staff.

\*BE A GUIDE. Many of your...

...of different fabric systems. Give them enough information to allow them to make their own **decisions**. Here are a few examples of how to handle different questions that your customers pose...employee becomes an educator as well as a guide, leading the customer through the various **choices** until the customer calls a halt: "I think I'll buy this more expensive Brand..."

...of clothing system works?"

Again, the employee is guiding the customer through his or her **choices**, and also setting up a possible multiple sale.

QUESTION NO. 3: "Which is better, a...

...of weather?"

Avoid telling customers which is best. Try to guide them into making that **decision** for themselves based on the information you present and the

questions you ask the customers...Van Dernoot, president of Starensier.  
"There is enormous potential in the cotton/poly mix."

**INCREASING OPTIONS.** While much of the movement with recycled fabrics has thus far been limited to knits...with footwear, minimal weight and slim profiles of insulations are of utmost importance in the **decisionmaking** process.

**\*FEET FIRST.** Typically, introductions to the synthetic insulation market debut in sleeping bags or...

...of product. Suppliers such as DuPont and 3M, which offer a broad range of insulating **options**, are also providing retailers with easy-to-understand information kits that detail the differences between...

...to the qualities of down.

"The fiber companies don't realize, in their never-ending **determination** to chase down, that they are chasing a moving target," says Peter Hickner, president of insulated products. Each has a valid end use and offers the customer a **choice** of how to keep warm outdoors.

PROPRIETARY NAMES

GLOSSARY

"QWICK, Breathe! Zendura and Aquator are..."

17/3,K/40 (Item 40 from file: 15) **Links**

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00862703 95-12095

**10 elements catalogers should test**

Schmid, Jack

Target Marketing v17n5 pp: 14-18

May 1994

ISSN: 0889-5333 **Journal Code: ZIR**

**Word Count: 1862**

**Text:**

...is a direct comparison of sales per catalog by special message or no message.

**10 ORDER FORMS.** This is one of the few catalog segments that can be easily and inexpensively changed or modified for testing. **Order** forms can be used to test offers, special price or discount concepts, sale of remainder merchandise or even personalization.

Measuring Results is fairly straight forward comparing sales per **catalog** on each test segment.

## WHEN TO TEST?

Every edition of one's **catalog** should include some testing. Merchandise testing is the most common and should be done continuously...

...of "building on your winners" must be part of the planned product testing for each **catalog**. Testing and measuring results by item, product **category** and by amount of space used will consistently produce a stronger product line.

Testing of outside (prospect lists) should be limited to the best (prime) season. Unless your **catalog** has no seasonality, I prefer not to prospect test in the off or less-productive season. House list testing, especially of older, inactive **buyers** and inquiries, **needs** to be done throughout the year. Offers and covers/wraps in most cases will be ...

...lot more complex. I subscribe to the idea that with outside lists, the tighter the **selection**, the better. For example, don't just test mail order buyers, but test last three...

17/3,K/41 (Item 41 from file: 15) **Links**

ABI/Inform(R)

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00850871 95-00263

### **Determinants of long-term orientation in buyer-seller relationships**

Ganesan, Shankar

Journal of Marketing v58n2 pp: 1-19

Apr 1994

ISSN: 0022-2429 Journal Code: JMK

Word Count: 13350

**Text:**

...by obtaining information on best-selling products and competitive activity, better cooperative advertising, and special **displays** for their merchandise. A recent study (Noordewier, John, and Nevin 1990) indicates that **relational** elements (such as long-term orientation) enhance the performance **outcomes** in buyer-seller relationships. Anderson and Weitz (1992) refer to such a long-term orientation...

...commitment" and indicate that mutual commitment results in independent channel members working together to serve **customer needs** better and increase mutual profitability.

My first purpose is to examine the antecedents of long...

...Vendors need to know the time orientation (short-or long-term) of a retailer to **select** and use marketing tools with time characteristics

that correspond to the time horizons of the...

#### ...LONG-TERM ORIENTATION

A retailer's long-term orientation is the perception of interdependence of **outcomes** in which both a vendor's **outcomes** and joint **outcomes** are expected to benefit the retailer in the long run (Kelley and Thibaut 1978). Retailers with a short-term orientation are concerned only with the **options** and **outcomes** of the current period, whereas retailers with a long-term orientation focus on achieving future goals and are concerned with both current and future **outcomes**.

The difference between short-and long-term orientations also can be explained by the nature...

...of idiosyncratic assets and risk sharing. Both orientations have the ultimate objective of maximizing the **outcomes** obtained by channel members and do not imply any altruistic motives on the part of...than its specific behaviors (Rempel, Holmes, and Zanna 1985). Vendors who are concerned with the **outcomes** of a retailer along with their own will be trusted to a greater extent than...John (1988) indicate that dependence of a retailer on a vendor is increased when (1) **outcomes** obtained by the retailer from the vendor are important and highly valued and the magnitude...

...exchange is high (sales and profit approach suggested by El-Ansary and Stern 1972), (2) **outcomes** obtained by the retailer exceed **outcomes** available to the retailer from the best alternative vendor (role performance and comparison level of **outcome** approaches suggested by Anderson and Narus 1984 and Frazier 1983), and (3) retailer has few...

...suggested by Pfeffer and Salancik 1978).

A retailer highly dependent on a vendor has several **options** to deal with the asymmetrical dependence (Emerson 1962): (1) maintaining status quo, (2) partial or...

...notions of offsetting investments), and (5) status enhancement of the more powerful party.

The first **option** is to maintain status quo such that the asymmetrical dependence relationship continues. Research in channel...

...solution in many situations. Similarly, the third alternative, formation of coalitions, is also not an **option** because of legal and economic restrictions.

The fourth and fifth alternatives seem to be the...

...long-term orientation.

**SATISFACTION AND LONG-TERM ORIENTATION.** Satisfaction of a channel member with past **outcomes** reflects a positive affective state based on the



**outcomes** obtained from the relationship. Previous research in channel relationships has indicated that satisfaction of a...

...term relationship. However, studies in close relationships have found a significant relationship between satisfaction with **outcomes** and commitment to a relationship (Rusbult et al. 1991). Furthermore, research in the area of family **decision** making has indicated that individuals who are dissatisfied because of poor **outcomes** in the past are likely to focus on short-term gains and thus have a...

...term orientation (Corfmann and Lehmann 1987).

H sub 4 : A retailer's satisfaction with past **outcomes** is positively related to the retailer's long-term orientation.

#### ANTECEDENTS OF TRUST

REPUTATION AND...credibility.

SATISFACTION AND TRUST. Research in equity and social exchange theory suggests that (in)equitable **outcomes** affect behaviors in subsequent periods (Adams 1965; Kelly and Thibaut 1978). In a continuing relationship, satisfaction with past **outcomes** indicates equity in the exchange. Such equitable **outcomes** provide confidence that parties are not being taken advantage of in a relationship and that...

...of the channel partner. A retailer who perceives inequity in a relationship due to poor **outcomes** will be dissatisfied and likely to view the vendor as untrustworthy and exploitative. Though the...

...to be a reduced level of trust in the vendor.

A retailer's satisfaction with **outcomes** will increase its perception of a vendor's benevolence and credibility. Satisfaction affects a vendor's benevolence because it indicates the vendor's concern for equitable **outcomes** and welfare of the retailer. Satisfaction with **outcomes** is also likely to be related to a vendor's credibility because it indicates effective...

...functions through greater reliability and expertise.

H sub 6 : A retailer's satisfaction with past **outcomes** is positively related to the retailer's perception of a vendor's benevolence and credibility...

...s perception of the vendor's benevolence and credibility.

#### ANTECEDENTS OF DEPENDENCE

Uncertainty and dependence. **Decision**-making uncertainty is the degree to which an individual or organization cannot anticipate or accurately...

...volatility and diversity, are examined. These dimensions were found to

have strong effects on the **decision** processes of organizations (Leblebici and Salancik 1981).

Environmental volatility refers to the extent to which...

...would reflect rapid fluctuations in customer demand and the inability to predict trends and future **outcomes** in specific markets (Klein, Frazier, and Roth 1990). Under conditions of high volatility, writing contracts...

...such opportunistic behaviors, retailers are likely to develop long-term relationships that permit sequential, adaptive **decision** making (John and Weitz 1988). These relationships are likely to increase the dependence of the...buyers' proclivity toward selecting vendors with whom they had long-term relationships. To overcome this **selection** bias, buyers in the retailer survey were assigned randomly to conditions in which they were

...The random assignment of the retail buyers to one of these four cells overcame the **selection** bias of the retail buyers and resulted in a diverse group of retailer/vendor relationships...run concessions, long-run profitability of the relationship, and concern for both own and vendor **outcomes**. A similar scale was developed to assess a vendor's long-term orientation toward the...items.

RETAILER'S AND VENDOR SATISFACTION. A retailer's and vendor's satisfaction with the **outcomes** was measured using a four-item semantic differential scale. Retailers and vendors were asked to respond to the following: "Describe your feelings with respect to negotiation **outcomes** with this resource (retailer) in the past one year." The anchors were pleased-displeased, sad...

...results support H sub 2 and H sub 3 . A retailer's satisfaction with past **outcomes** is significantly related to the retailer's long-term orientation ( $\gamma_{57} = .323$ ,  $p < .01$ ) supporting...

...s and vendor's dependence in a relationship, and a retailer's satisfaction with the **outcomes** in a relationship play a significant role in determining a retailer's long-term orientation...

...than length of the relationship. Thus, H sub 7 is not supported. Satisfaction with past **outcomes** does not have a significant effect on a vendor's benevolence or on credibility, offering...

...result may suggest an egocentric bias on the part of buyers. Buyers may view the **outcomes** and satisfaction as being due to their own efforts rather than the vendor's inputs...even if not matched by reciprocal investments by the retailer) is likely to improve the **outcomes** obtained by the retailer in that relationship compared with the **outcomes** provided by alternate vendors in the marketplace. This is likely to increase the retailer's...

...1 and are similar to those found in the retailer's perspective. Finally, satisfaction with **outcomes** was significantly related to a

vendor's long-term orientation ( $b = .31, p < .05$ ), supporting...

...retailer's credibility or benevolence, providing no support for H sub 7

Satisfaction with past **outcomes** has a significant effect on both retailer credibility ( $b = .308; p < .05$ ) and retailer benevolence...they did not affect the perception of benevolence.

From a vendor's perspective, satisfaction with **outcomes** creates trust, whereas retailers rely, to a certain extent, on the reputation of the vendors...

...rely more on internal cues, such as actual interactions with the retailers.

Satisfaction with past **outcomes** has a significant effect on trustworthiness of their partners for vendors but has no effect for retailers. This suggests that vendors may be more conscious of their **outcomes** and resulting satisfaction from a relationship than retailers. The effect of satisfaction on trust for...

...s perception of the retailer's trustworthiness could be related to the extent to which **outcomes** reflect equity in the exchange.

#### DEPENDENCE

Both perspectives suggest that uncertainty--in the form of...

...of distribution have viewed dependence as a determinant of a firm's behavior and strategic **decisions**. Pfeffer and Salancik (1978) argue that because dependence is created by trade partners who provide...relationships.

Another limitation of the study is the small sample of vendors and potential self-selection bias. Though the proportion of short-and long-term relationships for vendors is similar to...

...their vendors.

#### DIRECTIONS FOR FURTHER RESEARCH

One interesting issue that should be investigated is the

**decision** to develop a long-term orientation toward a retailer or vendor. The results from this...to time.

#### A. RETAILER'S LONG-TERM ORIENTATION

5. We are only concerned with our **outcomes** in this relationship. (R)

6. We expect this resource to be working with us for...Cronbach's alpha:

.82 Mean: 5.29, Standard Deviation: 1.02

#### K. SATISFACTION WITH PAST OUTCOMES

Describe your feelings with respect to the outcomes with this resource in the past one year:

1. Pleased--Displeased (R)
2. Sad--Happy...Cronbach's alpha: .75 Mean: 5.85, Standard Deviation: 1.04

#### K. SATISFACTION WITH PAST OUTCOMES

Describe your feelings with respect to the outcomes with this retailer in the past one year:

1. Pleased--Displeased (R)
2. Sad--Happy...

...February), 65-75.

Corfman, Kim P. and Donald R. Lehmann (1987), "Models of Cooperative Group Decision Making and Relative Influence: An Experimental Investigation of Family Purchase Decisions," Journal of Consumer Research, 14 (June), 1-13.

Dwyer, Robert F., Paul H. Schurr, and...

...196-208.

Leblebici, Huseyin and Gerald Salancik (1981), "Effects of Environmental Uncertainty on Information and Decision Processes in Banks," Administrative Science Quarterly, 26 (December), 578-96.

Lindskold, Svenn (1978), "Trust Development...57 (January), 81-101.

Noordewier, Thomas G., George John, and John R. Nevin (1990) "Performance Outcomes of Purchasing Arrangements in Industrial Buyer-Vendor Relationships," Journal of Marketing, 54 (October), 80-94...

17/3,K/42 (Item 42 from file: 15) Links  
ABI/Inform(R)

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00816073 94-65465

**Learning from the competition**

Linn, Tammy A  
Journal of Accountancy v177n2 pp: 43-46  
Feb 1994

ISSN: 0021-8448 Journal Code: JAC

Word Count: 1221

**Text:**

...be asked in person, but if that's not possible, a telephone interview is another **option**.

The exhibit on page 45 offers a long series of questions to be asked when ...

...data can be uncovered in

- \* Existing client files (competitors' old proposals, reports, letters, brochures, invoices).

- \* **Publications** and documents in the firm's library.

- \* **Client** satisfaction **survey** results.

External information. The best ways to gain valuable competitive information are to

- \* Interview clients, referral sources and vendors.

- \* Review public information, such as **requests** for proposals for public work (state, county, city and town), seminars sponsored by competitors, local newspapers (**classified** ads, business briefs, editorials, etc.), trade **publications**, directories and journals (ads and articles), city directories, yellow pages and state CPA society and...

17/3,K/43 (Item 43 from file: 15) **Links**

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00769174 94-18566

**A user's guide to the survey of buying power**

Anonymous

Sales & Marketing Management v145n10 pp: A4-A23

Aug 30, 1993

ISSN: 0163-7517 **Journal Code:** SAL

**Word Count:** 8722

**Abstract:**

...distribution channels, and evaluating new product potential. The section on advertising deals with test market **selection**, co-op advertising allocation, media allocation, and media **selection**. Highlights of the survey are presented, including metropolitan area name changes, the percentage of the...

**Text:**

...Strategies and Distribution Channels

C. Evaluating New Product Potential

### SECTION 3: ADVERTISING

A. Test Market Selection

B. Co-op Advertising Allocation

C. Media Allocation

D. Media Selection

### SALES PLANNING APPLICATIONS

A. Measuring Sales Performance

How do you determine how well your sales...as well as in camera shops--a major departure from your previous marketing strategy.

This **decision** was based on test marketing that showed that sales in general merchandise stores should easily...the Survey, the results will be both accurate and projectable.

### ADVERTISING APPLICATIONS

A. Test Market Selection

One of the most valuable aspects of the Survey of Buying Power is its usefulness...

...its differences and similarities, depending on which indicator(s) is deemed most important to its **selection**.

In addition, markets can be matched through the use of retail sales data on store...ranking tables in Section B are provided so that key markets can be added and **determinations** made as to the best buy for a particular product.

Here again, the Buying Power...

...written into the sales plan before any advertising monies are committed to markets.

D. Media Selection

More and more major corporations are taking advantage of the strategic benefits arising from the...

...may be a less efficient medium for your message than ' alternatives like cable and specialized **publications**, which are aimed directly at your targeted **customer**.

## DEFINITION OF TERMS IN THE SURVEY OF BUYING POWER

APPAREL AND ACCESSORY STORE SALES (SIC Major Group 56): This **category** includes sales for establishments primarily engaged in selling. new clothing, shoes, hats, underwear, and related...

...women's clothing and accessory stores--also encompasses children's and infants' wear stores, bridal **shops**, harriers, handbag stores, lingerie stores, custom tailors, and sports apparel stores. However, apparel and accessories...

17/3,K/44 (Item 44 from file: 15) Links

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00742358 93-91579

**New catalogs**

Dowling, Melissa

Catalog Age v10n8 pp: 67

Aug 1993

ISSN: 0740-3119 **Journal Code:** CTA

**Word Count:** 765

**Text:**

...been running 1.5 percent to 3 percent, says Stopper. In addition to salsas, the **catalog** features picante sauce, chile rellenos and corn tostada chips. Stopper claims the average **order** is \$36; the average price point is about \$5. This fall, the company plans to mail 250,000 copies o a 32-page **catalog**.

**Product category:** Salsas, chips and Southwestern condiments

**First mailing date:** January 1993

**Size of mailing:** 50,000

**Target customer:** Mail **order buyers** interested in spicy foods

**Competitors:** Mo Hotta Mo Betta, Nancy's Specialty Market

**Avg. price point...**

...Along with the company's signature floral arrangements, the b-to-b **catalog** features a **selection** of engravable vases, planters and cachepots to personalize corporate gifts.

The Corporate Gift Guide first...

17/3,K/45 (Item 45 from file: 15) Links

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00740384 93-89605

**The big got bigger**

Anonymous

Manufacturing Systems v11n7 pp: 66-84

Jul 1993

ISSN: 0748-948X Journal Code: MFS

Word Count: 5721

**Text:**

...readers, who deal with the many vagaries of manufacturing every day, will make the hard **choices** based on personal evaluation of programs "that seem right on paper." On the computer screen...

...accounts and downsizing environments, we have a very active pipeline, but continue to experience long **decision** cycles. Overall, we are pleased with our strong performance."

SSA has expanded its global operations...

...foundation for addressing a wide array of opportunities with the core technologies to meet our **customers'** information **needs**."

ASK added Manman/X, a Unix product, to its **portfolio**, entering the client/server and ERP market in the process. Now Manman/X is being opened to work with multiple **relational** databases, beyond captive Ingres. Falotti comments, "At The ASK Group, 'open' implies providing customers **choices** between multiple hardware platforms, operating systems and **relational** databases."

6 COMPUTER ASSOCIATES (CA)

The giant among independent software companies, CA has had its share of troubles becoming recognized as a manufacturing software vendor. It **acquired** Cullinet's CAS product several years ago and Pansophic, with its PRMS software, in 1991...spokesman Gary Murrish. "Xerox Chess provides users with flexibility in operating system, database and hardware **choices**," he says, "as well as an advanced user interface and the backing of a company...maintenance efficiency.

MPAC-2000, a "pure client/server solution," offers scalable power and applications integration **options** combined with the functionality MPAC has become known for throughout the industry. It operates with...

...can be a standalone product or integrated with Infoflo. It aids in processing complex build **options** in manufacturing, assembly and fabrication environments. Easily programmed by resident product experts, the system generates...



...system for upper management through EzXpert to WIP and inventory control, Infoflo is a popular **choice** for manufacturers, as evidenced by the company's climb up the Top 50 from last...long haul.

### 35 MANUGISTICS

Manugistics' products comprise a complete set of applications to support operational **decision**-making for enterprisewide planning and supply-chain management. Based in Rockville, Md., the company's...Impact, a fully integrated and flexible manufacturing system. Using Unix as the operating system of **choice**, SysPro was one of the first companies to enter the opensystems field with manufacturing software...

...of information was really not offering managers the information they needed to make today's **decisions** and respond to their customers. Companies were trying to make strategic **decisions** based on information that was old, and therefore tactically meaningless. Our mission was to provide...

17/3,K/46 (Item 46 from file: 15) Links

ABI/Inform(R)

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00725819 93-75040

**Multifile Business Searching on DIALOG and Data-Star**

Ojala, Marydee

Online v16n3 pp: 81-87

May 1992

ISSN: 0146-5422 Journal Code: ONL

Word Count: 2062

**Text:**

...the online host level include the ability to:

- \* Run the same search ill multiple databases
- \* **Choose** the databases to be included in the multifile search
- \* **Choose** pre-established **categories** that match **customer needs** (not producers' wishes)
- \* Identify and eliminate duplicate records
- \* Sort chronologically across databases
- \* Show hits by database
- \* **Display** results in sorted chronological **order**
- \* Run searches quickly

\* **Choose** whether the search will be run in all **selected** databases at the same time or consecutively

\* Preview search results in an indexed file without...however, is crucial to successful implementations.

#### BIBLIOGRAPHY

[1! Pagell, Ruth A. "Multiple File Searching--Multiple **Options**." ONLINE/CD-ROM '90 Conference Proceedings, pp. 132-139.

[2! Pagell, Ruth A. "OneSearch: How...

...to run the same search in multiple databases?

OneSearch: Yes

StarSearch: Yes

\* The ability to **choose** the databases to be included in the multifile search?

OneSearch: Yes

StarSearch: Yes

\* The ability to **choose** pre-established **categories** that match **customers needs** (not producers' wishes)?

OneSearch: Sometimes

StarSearch: No

\* The ability to identify and eliminate duplicate records...

...Yes

\* The ability to show hits by database?

OneSearch: Yes

StarSearch: Yes

\* The ability to **display** results in sorted chronological **order**?

OneSearch: Yes

StarSearch: Yes

\* The ability to run search quickly?

OneSearch: Sometimes

StarSearch: Yes

\* The...

17/3,K/47 (Item 47 from file: 15) [Links](#)

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00662753 93-11974

**What production managers really want to know ... management accountants are failing to tell them**

McKinnon, Sharon M; Bruns, William J Jr

Management Accounting v74n7 pp: 29-35

Jan 1993

ISSN: 0025-1690 Journal Code: NAA

Word Count: 4855

Text:

...materials to be ordered in time; and

6. knowledge of the prices of materials allows **choice** of low-cost suppliers and subsequent analysis of the effectiveness of the purchasing function.

#### Production...DAILY DISTRIBUTION ACTIVITIES

The types of information used to coordinate daily distribution activities can be **categorized** in several ways. Distribution managers are highly focused on the levels of finished goods inventory and the logistics through which this inventory reaches the customer. Figure 2 **displays** a matrix of some of the types of data that are associated with inventory levels and logistics, divided into two major **categories**: customer service and distribution costs.

**CUSTOMER SERVICE.** Daily information **needs** are dominated by **customer** service demands, particularly in those industries characterized by a rigorous competitive environment. Managers are involved ...

...logic problem. When solved successfully, the finished goods inventory is available in a timely manner, **orders** are filled completely and shipped to customers at their desired date by the least expensive... managers try daily to minimize costs through physical surrogates that can be controlled, such as **decisions** on rail car movements between plants or judgments about which orders to delay or fill. Often these **decisions** are based on experience as to what the underlying cost consequences will be. Daily variations...others. Optimally, they are trained to understand the relationship between managerial actions and the desired **outcomes** expressed as measures of financial performance.

#### REAL TIME DATABASE

According to the operating managers we...

17/3,K/48 (Item 48 from file: 15) [Links](#)

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00648808 92-63748

**Database Done Right**

Chevan, Harry

Catalog Age v9n11 pp: 109-112

Nov 1992

ISSN: 0740-3119 Journal Code: CTA

Word Count: 2089

**Text:**

...a mailer to create more customized offerings. "Mailers can develop eight-or 16-page 'signature' **catalogs** that sell only one product line," says Bob Bzezensky, president of database consultancy North American ...

...history and demographics, certain signatures can then be combined and assembled for each customer using **selective** binding, he says. The mini-specialty books can also be mailed solo, to satisfy specific **customer interests**.

In preparation for mailing 12 small, specialized **catalogs** this fall, book cataloger/retailer Waldenbooks segmented its 6.5 million-name database into more than 100 subject **categories**, according to Marge Amodio, senior manager of the Preferred Reader program. Specialized **catalogs** work well for Waldenbooks, she says, because the cataloger has many readers who are interested...company's mail order marketing manager. Eventually, he expects to make Brookstone's name reactivation **decisions** on a customer-by-customer basis, rather than on customer segments. Lapierre estimates that 30...

17/3,K/49 (Item 49 from file: 15) [Links](#)

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00645773 92-60713

**Dim All the Lights**

Hogan, Monica

Dealerscope Merchandising v34n10 pp: 45-51

Oct 1992

ISSN: 0888-4501 Journal Code: DEA

Word Count: 2126

**Text:**

...into the action just like in a theater."

Mainstream suppliers don't limit screen-size **options** quite that narrowly. Steve Nickerson, director of marketing, color television product for Toshiba, said a...be hooked up very easily," said Eichenbaum.

Of course, many potential consumers cannot afford to **buy** a complete system at one time, and many of the ones who do have the...

...will do well to tailor complete packages with components from different manufacturers to meet the **needs** of their **customers**.

#### DISPLAY'S THE THING

Many consumer electronics dealers have problems with home theater because they don...

...video. To say it's both is to miss the point: Home theater is a **category** unto itself and must be merchandised as such. The retailers who will do best with...

17/3,K/50 (Item 50 from file: 15) Links

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00604106 92-19209

**Japan: All Work and No Play**

do Rosario, Louise

Far Eastern Economic Review v155n10 pp: 21-24

Mar 12, 1992

ISSN: 0014-7591 **Journal Code: FER**

**Word Count: 3459**

**Text:**

...Big jukus operate like a supermarket, with hundreds of courses available to students with varied **needs**. **Customers** at Yoyogi Semi, one of the biggest jukus preparing students for university, can **choose** from a 140-page **catalogue** of courses.

Another powerful weapon of jukus is a sophisticated ranking system that sub-divides in fine details Japan's complex education **hierarchy**. Based on data generated from mock and public examinations, jukus can help students design the best application strategy to obtain entry to the schools of their **choice**.

For example, a Tokyo Gakuen male student with 50 marks in the juku's most ...

17/3,K/51 (Item 51 from file: 15) [Links](#)

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00554213 91-28570

**Coping with the New Item Deluge: "Irresistible Outtakes"**

Snyder, Glenn

Progressive Grocer v70n6 pp: 79-84

Jun 1991

ISSN: 0033-0787 Journal Code: PGR

Word Count: 2589

**Text:**

...the managers have the prerogative on new item acceptance.

'Sound off' comments

Here is a **selection** of comments from retailers and distributors participating in Progressive Grocer's HBA **Buyer Survey** on new items.

"We pull deletes as soon as the new items come in and mark them down by 50% for transfer to a reduced or closeout **display**." -- Chain, Texas

"Even with 100 combos and expanded HBA sections, finding space for new items...

...we're looking to get more HBA shelf space. We've cut back on some **categories** to make room for new meal replacement lines, and we're taking a long hard...

17/3,K/52 (Item 52 from file: 15) [Links](#)

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00468577 89-40364

**Confidence Is Number One**

Raphel, Murray

Direct Marketing v52n5 pp: 30, 32

Sep 1989

ISSN: 0012-3188 Journal Code: DIM

**Abstract:**

A recent nationwide **survey** of **buyers** indicated that confidence was the top-**ranked** reason that people patronize a business. Other reasons were **ranked** as: 1. quality, 2.

selection, 3. service, and 4. price. Having confidence in a product is one reason why all mail order companies place guarantees in their catalogs. However, most retailers that also offer mail order do not supply a guarantee. Many retailers assume that their customers know them and their...

17/3,K/53 (Item 53 from file: 15) [Links](#)  
ABI/Inform(R)  
(c) 2007 ProQuest Info&Learning. All rights reserved.  
00118653 80-12604  
**Control Your Financial Destiny**

Tuckman, Gary  
Inc. v2n7 pp: 83-85  
Jul 1980  
ISSN: 0162-8968 Journal Code: INO

**Abstract:**

...are customer-focused, and many of the latter deal with only a narrow range of **client needs**. Business executives have a strong need for personal financial planning assistance. The process of planning begins with identification of the **client's** broad financial goals and **needs** and then works downward to the development of solutions for them. **Decisions** to be made include strategic decisions, **portfolio decisions**, and product/vendor decisions. The best way to address this **decision hierarchy** is via the financial planning process. Financial planning firms tend to reflect the planning and...

...affairs, as long as the planning firm is in on implementing, monitoring, and updating the **chosen** plan.

**Descriptors:**  
...Decision making

17/3,K/54 (Item 1 from file: 16) [Links](#)  
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(c) 2007 The Gale Group. All rights reserved.  
10102275 **Supplier Number: 91259575 (USE FORMAT 7 FOR FULLTEXT)**

**MASSES' MATTRESS MANIA: ARE THEY SLEEPING GIANTS?(mass merchants, mattress market)**  
Kunkel, Karl  
HFN The Weekly Newspaper for the Home Furnishing Network , p 1  
August 26 , 2002  
**Language: English Record Type: Fulltext**

**Document Type:** Magazine/Journal ; General Trade  
**Word Count:** 1653  
**(USE FORMAT 7 FOR FULLTEXT)**

**Text:**

...was ShopKo, which is testing the mattress category at selected stores. But Hummell said the **selection** was limited, the floor samples were placed too close together, she wasn't sure if...

...and Big Lots are hoping to cash in on the mattress market, and service and **selection** figure to be major obstacles.

But beds don't sell themselves, especially when you're...

...you can get some sense of it, but like car batteries, they sell the narrowest **selection** they can, but they give you a great price," Epperson said.

Britt Beemer, president of...

...the mattress business.

"If you are going to sell mattresses, you have to have it **displayed** so that people can lie on it," Beemer said. "If you are going to be serious about the **category**, you've got to have someone in the area who can help them. You are...

...that is significantly higher than what some of those stores sell anything else at. That **customer needs** some assurance that they are making the right **decision**."

The mattress suppliers, of course, are eager to put their beds on the mass floors...What the sleep shops and furniture stores will have to do is to focus on **selection**, assistance and standing behind the product." When Loebig saw Serta and Sealy enter the membership...

17/3,K/55 (Item 2 from file: 16) **Links**

Gale Group PROMT(R)

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10019062 **Supplier Number:** 90793829 **(USE FORMAT 7 FOR FULLTEXT)**

**A new meal marketing paradigm: are retailers marketing prepared foods correctly. (Focus on Fresh).**

Litwak, David

Grocery Headquarters , v 68 , n 8 , p 43(7)

August , 2002

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 2160



...margin is. Is it cost-effective to slice meat or to have a case-ready option instead?"

RELATED ARTICLE: CREATING DESTINATION SPOTS FOR CHEESE LOVERS  
NEARLY 80% OF CHEESE CONNOISSEURS ARE...

...ITALIAN THEME, WE CAN POSITION THE WAGON END CAP NEAR THE PASTA AISLE. ON THE **DISPLAY**, WE CAN INCLUDE SAUCES, CRUSTY BREAD, ALL THE THINGS INVOLVED IN AN ITALIAN MEAL AND...

...AND DMI HOPE TO SPARK A DIALOGUE WITH RETAILERS ON MERCHANDISING SOLUTIONS FOR THE CHEESE **CATEGORY** TO SATISFY CUSTOMER

**NEEDS**. "IN ORDER TO MAKE THIS REALLY WORK, YOU CAN'T JUST PROP IT (THE CHEESE WORKS! MERCHANDISER...

17/3,K/56 (Item 3 from file: 16) Links

Gale Group PROMT(R)

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09909466 Supplier Number: 88585944 (USE FORMAT 7 FOR FULLTEXT)

**The key to better retail profits: pricing pressure isn't going to ease up anytime soon, but you can still boost gross margins with creative accessories merchandising. (Accessories: the retail money machine).**

Music Trades , v 150 , n 5 , p 82(3)

June , 2002

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 875

...and try cutting back on high-end products and reinvesting the dollars in a bigger **selection** of strings, 'picks, heads, capos, cases, etc.

2 PUT THE SALES STAFF TO WORK  
TO...

...t run a risk laying in a lot of product.

4 Stock As Broad A **Selection** As Possible

THE B&H VIDEO **catalog** has 18 pages devoted to camera and camcorder cases. Tennisbum.com, an online tennis retailer...

...New York wine merchant stocks 19 different cork screws. The message is clear: variety attracts **customer interest** and sparks

business. The range of accessories in the music industry is particularly rich, with scores of products in each **category**. Load in as much merchandise as possible to create an arresting **display** and watch your impulse sales take off.

5 TAKE ADVANTAGE OF SUPPLIERS

YOU PROBABLY DON'T have a full time merchandising manager or someone on your staff to design **display** fixtures. But don't sweat it.

Manufacturers, in a bid to boost marketshare, have come...

17/3,K/57 (Item 4 from file: 16) Links  
Gale Group PROMT(R)  
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09819198 Supplier Number: 86389795 (USE FORMAT 7 FOR FULLTEXT)

**ResortQuest(R) relax.(vacation home rental service)**  
Travel Agent , v 308 , n 2 , p 63(4)  
April 29 , 2002  
**Language:** English **Record Type:** Fulltext  
**Document Type:** Magazine/Journal ; Trade  
**Word Count:** 2197

...three additional prizes of 5 days/4 nights at the ResortQuest vacation rental of your **choice**. Prize drawings will be held December 31, 2000. \*\*

\*\* Details on top-selling contest will be...

...offered for an additional fee include such items as:

- \* Daily or mid-stay maid-service **options**

- \* Pool heating (where applicable)

- \* Rental items such as baby cribs and high chairs, ski equipment... on each rental unit, a strategy designed to help you and your guests make informed **decisions**. These expanded property descriptions and virtual tours will ultimately benefit the travel agent; when clients...

...Special discounts and promotions provide added value

- \* Expanded property listing pages gives your clients more **choices**

- \* If a selected property is not available, an Availability Calendar shows open dates around that original **choice**, leaving open the possibility of booking your clients into their preferred vacation rental

- \* Expanded photo...

...of year for them to travel.

STEP 4: When you are ready to view accommodations **options** in the **chosen** destination, resortquest.com gives you total flexibility, allowing you to search either by date, unit size, complex/property name, location, or price. Once you have **selected** your search criteria, your accommodations **options** will be **displayed**. One click on the property name takes you to a full property description along with a slide show and/or virtual tour so you can **select** the property that best meets your **clients needs**. Remember to use the ResortQuest **categories** Q P, G, S and B to guide you as the level of property that...

...that is designated "ResortQuest-Managed Property" to assure the ResortQuest rating of your client's **choice**.

STEP 5: Once you have selected the ideal property online and verified real-time availability...

17/3,K/58 (Item 5 from file: 16) [Links](#)

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09779849 **Supplier Number: 85953525 (USE FORMAT 7 FOR FULLTEXT)**

**Danet Named Finalist for Billing World 2002 Excellence Awards.**

PR Newswire , p PHM02513052002

May 13 , 2002

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 505

...time the Excellence Awards have cited Danet for outstanding achievement in telecommunications technology. A predecessor **publication**, TELOSSOURCE, **selected** Danet as a finalist in the 2001 OSS Excellence Awards in the systems integrator of the year **category**.

Systems integrators analyze a customer's technology and business practices, make software and hardware recommendations, and carry out the implementation of information systems that meet the **customer's** business **needs**. Billing systems integrators are responsible for ensuring the best possible functioning of telecommunications companies' complex...

...new billing projects in the United States in 2001.

An important factor in Danet's **selection** as a finalist was the improvement in operations that its customers achieved as a result...

17/3,K/59 (Item 6 from file: 16) [Links](#)

Gale Group PROMT(R)

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09779809 **Supplier Number: 85953391 (USE FORMAT 7 FOR FULLTEXT)**

**Storigen's Distributed Storage Network Wins 'Best of Interop' Award at NetWorld+Interop 2002 Las Vegas; Editors from CMP Media LLC's Network Computing, InformationWeek and EE Times Select Storigen as the Best Performance Enhancement Winner.**

PR Newswire , p NEM02713052002

May 13 , 2002

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 898

...in the quest for technology-enabled solutions. The Best of Interop judges recognize only a **select** few groundbreaking products each year that will significantly impact and enable the future of business...

...managers that they are the best solutions to support an efficient and competitive business.

"The **selection** of Storigen's Distributed Storage Network as the winner in the network performance enhancement **category** is recognition of the very real need to store and deliver data from the edges of enterprise networks and the power of our solution to meet those **customers' needs**," said Dennis Hoffman, president and co-founder of Storigen Systems. "We are extremely honored to be acknowledged by CMP **publications** as one of the Best of Interop."

"Every year we must review some of the...

17/3,K/60 (Item 7 from file: 16) Links

Gale Group PROMT(R)

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09481589 **Supplier Number: 83348224 (USE FORMAT 7 FOR FULLTEXT)**

**Mastering the Muni Maze: Bonds or bond funds? Long- or short-term? National or single-state? Picking the proper turns can put clients on the path to tax-exempt income.**

Financial Planning , p ITEM0205900A

March 1 , 2002

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Professional

**Word Count:** 1812

...d obviously want that client to hold taxable bonds rather than tax-exempts."

If the **decision** is to hold bonds in a taxable account, after-tax returns become important but which taxable...

...Term Tax-Exempt Fund was yielding 3.9%, for a 62% ratio. Thus, if the **choice** is between those two funds, only those with effective marginal tax rates over 38% would...

...it makes sense to hold municipal bonds in a taxable account, several other either-or **decisions** must be made:

Bonds or bond funds. Size matters, at least when it comes to...  
...that we add value."

Besides portfolio size, other factors may play a role in this **decision**. "I prefer short-term muni funds for clients who will need the money fairly soon...why take risks on the fixed-income side?"

There may be some overlap in the **decision** between national or single-state portfolios, the **decision** on bond maturities and the **decision** on whether to have the client buy bonds or bond funds. Iowa, for example, is...

...there are lower quality but higher yielding municipals. "We avoid junk munis," says Kruzan. "Our clients are not that interested in extra yield from munis because all distributions are reinvested in cash, and then used to rebalance their portfolios."

Other financial planners prefer to implement different approaches. "We typically buy munis with high credit quality, but not the highest," says Altfest. "However, we treat high-yield munis as a special category and may use them for a small percentage of the fixed-income allocation for selected clients. You can diversify in fixed-income, just as you can in equities."

According to...

17/3,K/61 (Item 8 from file: 16) Links

Gale Group PROMT(R)

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09241046 Supplier Number: 80302493 (USE FORMAT 7 FOR FULLTEXT)

**Mass navigation: increased awareness, lower price points and more options all help, but a demo vehicle--rented or otherwise--drives the navigation sale. (Cover Story).(Statistical Data Included)**

Solomon, Brett

Dealerscope: The Business of CE Retailing , v 43 , n 10 , p 36(2)

Oct , 2001

Language: English Record Type: Fulltext

Article Type: Statistical Data Included

Document Type: Magazine/Journal ; Trade

Word Count: 1307

**Mass navigation: increased awareness, lower price points and more options all help, but a demo vehicle--rented or otherwise--drives the navigation sale. (Cover Story...**

...for the safety and convenience features of smart cars has given rise to entirely new categories of mobile electronics."

Effective Marketing

There is one common denominator that makes the difference between a 'just-looking' to a full-boat sale: in-vehicle demonstration. Although a navigation display on a soundboard looks pretty, a potential customer needs to be apprized of all the features today's navigation systems offer. From restaurant selection to minimizing toll roads, today's systems (which ultimately rely on road data from the...

...the system very easy, but you should probably see it for yourself to make that determination. We worked with a monitor mount vendor to develop a vent clip mount for the...

17/3,K/62 (Item 9 from file: 16) Links

Gale Group PROMT(R)

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09220523 Supplier Number: 80208190 (USE FORMAT 7 FOR FULLTEXT)

**Regional representation fuels growth: National Bank Financial increases market share.(Brief Article)**

BC Business , v 29 , n 11 , p 87(4)

Nov , 2001

**Language:** English **Record Type:** Fulltext

**Article Type:** Brief Article

**Document Type:** Magazine/Journal ; General Trade

**Word Count:** 1438

...there is truly an arm's length, independent relationship that leaves Investment Advisors alone to **choose** solutions as we see fit. There is no pressure to sell in-house products."

National Bank Financial has spent millions of dollars creating state-of-the-art **portfolio** management tools to help advisors.

Complementing this productivity tool is the kind of information the firm's Investment Advisors can count on in managing their clients' **portfolios**. National Bank Financial's Research Department was again **ranked** #1 in terms of quality by Brendan Wood International.

Of course the emphasis placed on fulfilling **clients'** **needs** is the other reason for National Bank Financial's extraordinary success in B.C. in...

...firms that are here. It's good for competition and it's good to give people **choices**.

At my previous employer, a very large investment

17/3,K/63 (Item 10 from file: 16) **Links**

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09170713 Supplier Number: 79981989 (USE FORMAT 7 FOR FULLTEXT)

**B2B EXCHANGES.**

McPhater, Neil

Process Engineering , v 82 , n 10 , p 31

Oct , 2001

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1275

...of a plant -- pressure vessels, for example. It requires niche buying skills, supplier analysis and **selection**, and long-term collaboration between partners. Strategic buying allows the buyer to build up trust in

their supplier and allows the supplier to respond more easily to a **buyer's** changing **needs**. Up to two thirds of a new plant fall in this **category**.

**Transaction**-based buying, on the other hand, is used for the procurement of low cost **catalogue**-based commodity items, such as pipes, valves and fittings. This form of procurement was the...

17/3,K/64 (Item 11 from file: 16) Links

Gale Group PROMT(R)

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09166232 **Supplier Number: 79950456 (USE FORMAT 7 FOR FULLTEXT)**

**Mercado Software Announces the First Complete Search and Browse Solution for e-Commerce.**

Business Wire , p 2090

Nov 12 , 2001

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 953

...BUSINESS WIRE)--Nov. 12, 2001

-Dynamic Browse Guides Online Buyers by Presenting Them With  
Browsing **Options** Relevant to Their Needs -- Enhancing

Customer

Satisfaction and Conversion Rates-

Mercado(TM) Software Inc., the...

...Strategies. "The most effective solutions need to combine search tools that let customers define their **request** with browsing tools that guide users through relevant **options**. We believe that integrated search and browse will become the standard approach to optimize customer service."

Designed for searching content-rich online **catalogs**, IntuiFind is the recognized leader for e-Commerce search. With IntuiFind's best-of-class intuitive free text and parametric search, **customers** are empowered to express their **needs** using their own definitions. And now, IntuiFind's best-of-class browse guides customers to the desired items by presenting **categories** and attributes relevant to their **requests**. IntuiFind's browse integrated with IntuiFind search dynamically organizes search results into product **categories** -- providing real-time, **categorized** drill-down by product **category** or attribute.

For example, when a customer enters a vague text search such as "printer...

...such as price, manufacturer, or brand. A customer then selects from any of the generated **options** to focus on the desired products. The combination of search and browse works for customers...

17/3,K/65 (Item 12 from file: 16) [Links](#)

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08951286 **Supplier Number: 77705088 (USE FORMAT 7 FOR FULLTEXT)**

**SEI Investments Widens Its Fund Wrap Lead.**

PR Newswire , p 3073

August 30 , 2001

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 504

...from the top spot in the industry and without leveraging wirehouse distribution strength."

"We have **chosen** to provide a total solution for investors offered exclusively through investment advisors," said Carmen V...

...technology solutions and the discipline we utilize in constructing and monitoring our manager-of-managers **portfolios** is well suited to fit their **clients' needs**."

SEI Investments is the #1 **ranked** manager-of-managers program, the fastest growing segment of today's investment marketplace.\*\* SEI's process of identifying, hiring and managing specialist money managers helps structure **portfolios** to reduce risk and style drift. SEI is one of the leading providers with the capability to proactively monitor individual investment **decisions** by its **portfolios** managers.

About Cerulli Associates

Cerulli Associates is a Boston and London-based research and consulting...

17/3,K/66 (Item 13 from file: 16) [Links](#)

Gale Group PROMT(R)

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08810792 **Supplier Number: 76601074 (USE FORMAT 7 FOR FULLTEXT)**

**Mawdsleys drives south.(to open new depot at Milton Keynes)(Brief Article)**

Chemist & Druggist , p 18

July 14 , 2001

**Language:** English **Record Type:** Fulltext

**Article Type:** Brief Article

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 432

...excellent transport network, allows us to offer a twice daily service



into London, where the **choice** of wholesalers is currently restricted to AAH or Unichem. Our entry into the market means...

...real third alternative.

"The investment we are making in Milton Keynes makes us a real **choice** and we are confident that our customer base will build very quickly. Mawdsleys is going...

...its own Retail Development and Local Marketing Programmes. The Retail Development Programme offers refit advice, **shop** layout and planning, merchandising support, profit performance analysis, **category** management and planograms, while the Local Marketing Programme helps the pharmacy create its own local image, promote its business effectively and offers quarterly window **display** panels, monthly promotional offers and community information leaflets.

**Customers** interested in finding out more about the new depot in advance of Chemex should call Joanne...

17/3,K/67 (Item 14 from file: 16) Links

Gale Group PROMT(R)

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08775725 **Supplier Number: 76167538 (USE FORMAT 7 FOR FULLTEXT)**

**Analyze, analyze!(business-to-business management)(Brief Article)(Statistical Data Included)**

LeSueur, Andrew

Purchasing , v 130 , n 12 , p S30

June 21 , 2001

**Language:** English **Record Type:** Fulltext

**Article Type:** Brief Article; Statistical Data Included

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 658

...have refused to participate in auctions. Finally, many buyers have been led to make poor **decisions** based solely on price--rather than the total value provided by the suppliers.

Applying solutions...

...the buying team and category stakeholders to understand each of the elements in their buying **decision**. This allows development of a total-value model that is built into the request for...

...where they feel their differentiators or competitive advantage will not be part of the buying **decision**. In our experience, meeting with suppliers weeks in advance to explain the process and address questions and concerns ensures better communication, which enables better buying **decisions**. By explaining that our reverse auction process is simply adding an online negotiation piece to...

...leverages supply chain management, purchasing and strategic sourcing expertise across multiple industry groups. It evaluates **customer's needs** by **category** and implements comprehensive suite of savings strategies and tools, including auctions, spot **buy** services and e-catalogs that reflect aggregated pricing based on combined leverage of a global customer base.

17/3,K/68 (Item 15 from file: 16) **Links**

Gale Group PROMT(R)

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08754918 **Supplier Number: 75951080 (USE FORMAT 7 FOR FULLTEXT)**

**Purchase welding products on-line.**

American Machinist , v 145 , n 6 , p 24

June , 2001

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 387

...store. If there is more than one local distributor, the buyer is presented with a **choice** of distributors from which to **choose**. To provide this service, Miller and its distributors have become the first users of a...

...equipment that properly suits their application." Customization starts by asking first-time site visitors to **categorize** themselves as "professional" or "occasional" welders. Based on the users response, the system configures the **homepage** to showcase products, special offers, and discounts that relate to that user.

The website also provides a product **selector** function that presents questions about the users' application. Based on responses, the product **selector displays** products that best meet the users' **needs**. Especially helpful for first-time **buyers**, this function also can help professional welders keep up-to-date with Miller's newest...

17/3,K/69 (Item 16 from file: 16) **Links**

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08754621 **Supplier Number: 75947468 (USE FORMAT 7 FOR FULLTEXT)**

**NeuVis Client Launches Online Marketplace to Expand International Trade with Asia.**

Business Wire , p 2154

June 27 , 2001

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count: 1070**

...unbiased search modes. All product and vendor information is arrayed in standardized formats and product **categories** to allow rapid and efficient evaluation and comparison. Each online **catalog** on the AsianVendors site provides product pictures, product specifications, price/quantity/availability terms, vendor contacts...

...The site also provides country-specific information related to trade and access to trade experts. **Interested buyers** can e-mail inquiries to the vendor directly from the vendor's online product **catalog**, manage their inquiries with a built-in RFQ manager, and receive notifications of new products and vendors in **selected** product **categories**.

AsianVendors currently covers India, Hong Kong, Singapore, Thailand, Sri Lanka, Macau and Indonesia, with other...

...four months led by a two-person development team interacting with key business and technology **decision** makers. NeuArchitect's visual modeling environment and automated construction features allowed the team to quickly...

17/3,K/70 (Item 17 from file: 16) **Links**

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08754613 **Supplier Number: 75947452 (USE FORMAT 7 FOR FULLTEXT)**

**AsianVendors.com Links Asian Suppliers & Global Buyers; Long Standing Brick & Mortar Business Brings Ethical Business Practices to Worldwide Buyers.**

Business Wire , p 2137

June 27 , 2001

**Language: English Record Type: Fulltext**

**Document Type: Newswire ; Trade**

**Word Count: 696**

...and reaching global buyers for their merchandise.

The business solution provided by AsianVendors is its **selection** of reliable vendors for participation in its site based on its long-standing business relationships...

...over 50,000 vendor listings that have been loaded during the pre-launch period and **catalog** sales are expanding in each of the seven countries now on the site.

Each online **catalog** provides product pictures, product specifications, price/quantity/availability terms, vendor contacts and contact information, as...

...also provides country-specific information related to trade, access to trade experts, surplus lot listings, **classified** advertising, chat rooms for trade issues, and trade show information. **Interested buyers** can e-mail inquiries to the vendor with a click directly from the vendor's online product **catalog**, manage their inquiries with a built-in RFQ manager, and receive notifications of new products and vendors in **selected product categories** - all at no cost to the buyer.

About AsianVendors

AsianVendors, Inc., headquartered in the U...

17/3,K/71 (Item 18 from file: 16) **Links**

Gale Group PROMT(R)

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08496701 **Supplier Number: 72732047 (USE FORMAT 7 FOR FULLTEXT)**

**Grow with the flow.(Nestle Rowntree, gift confectionery market share)(Brief Article)(Industry Overview)(Statistical Data Included)**

Grocer , v 224 , n 7496 , p S30

March 24 , 2001

**Language:** English **Record Type:** Fulltext

**Article Type:** Brief Article; Industry Overview; Statistical Data Included

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 643

**(USE FORMAT 7 FOR FULLTEXT)**

**Text:**

...healthy at the moment, the success of the gifting category owes much to the fantastic **choice** of boxed chocolates on offer, especially the innovation which has taken place across core brands...

...share of the after dinner mint market.

Gifting apart, with some 70% of all confectionery **bought** on impulse, retailers should be tailoring their range to meet **customer needs** and **displaying** prominently in store, says Walker.

"Retailers must take advantage of new products as they now...

...the form of brand extensions plays a vital part in the development of the confectionery **category** and shouldn't be underestimated.

Consumers tend to be brand loyal and, although they're...

17/3,K/72 (Item 19 from file: 16) **Links**

Gale Group PROMT(R)

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08477626 Supplier Number: 72583854 (USE FORMAT 7 FOR FULLTEXT)

**Mercado Software Unveils New Search Framework To Deliver Total Search For e-Catalogs.**

Business Wire , p 2123

April 2 , 2001

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 1459

...find items, buyers see the attributes and product categories that are relevant to that specific **selection** of items. They then **select** from the available list of categories and parameter values to drill-down and quickly focus...

...desired products.

By combining intuitive, parametric, and categorical search, IntuiFind's search framework lets buyers **select** the best search method at any point during the search process. An intuitive search will return products as well as all categories and parameters relevant to these products. Alternatively, a **category** drill-down lets buyers type an intuitive **request** at any point to search for a single product in that **category**.

IntuiFind's integration of SearchStream Analysis lets sites using IntuiFind monitor all e-**Catalog** search related activities. It serves as 24x7 focus group, providing **catalog** managers with data to optimize the **catalog's** search and better meet **buyer needs**. IntuiFind reports on all search **requests** and search-related actions that buyers take, and it gives **catalog** managers invaluable insight into **buyer needs**, **customer choices**, and quality of service provided to buyers. Information gained through search analysis gives e-**Catalog** managers valuable insight into how to improve the quality of search, how to change the...

...Implementing IntuiFind just in time for the holiday season proved to be a very wise **decision** for us. We know the new version of IntuiFind will provide us with even greater...

...search. Buyers are simultaneously presented with several ways to refine their search, and they may **select** the best search method at any point during the search process. An intuitive search will...

...as all categories and parameters relevant to these products--allowing buyers to then refine their **request** through a parametric **selection**. Alternatively, by drilling into a **catalog category**, buyers can type an intuitive **request** to search instinctively for products in that **category**.

Search Stream Analysis tracks buyer search **requests** and search results to better understand how the **catalog** and its search can be optimized to better serve buyers and the business. IntuiFind

SearchStream Analysis monitors all **catalog** search activities to provide **catalog** managers invaluable insight into **buyer needs, customer choices**, and quality of service provided by search. It lets **catalog** managers know what buyers found and didn't find, and it reports on all search **requests** and actions that buyers take based on search results.

Business-Driven Search combines IntuiFind's...

17/3,K/73 (Item 20 from file: 16) **Links**

Gale Group PROMT(R)

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08317767 **Supplier Number: 70356350 (USE FORMAT 7 FOR FULLTEXT)**

**digiMine Services Used By Nordstrom.com To Enhance Online Shopping Experience; Business Intelligence Service Provides Online Retailer with Data Warehousing, Analysis.**

Business Wire , p 0206

Feb 12 , 2001

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 736

...by integrating multiple data sources to deliver a global view of business metrics and insightful **decision** support.

"digiMine is leveraging the hosted service model to eliminate the barriers that cause many...

...Nordstrom.com, the online fashion specialty retailer, brings a 99-year history of customer service, **selection**, quality and value to the Internet. Offering one of the Web's most extensive selections of quality name-brand fashions, shoes and accessories. Recently **ranked** the No. 1 apparel site by Yahoo and No. 2 by Gomez Advisors, Nordstrom.com is an enjoyable, convenient online shopping destination designed to meet the **needs** of each individual **customer**. Nordstrom.com, which includes the company's online and **catalog** businesses, was established as a subsidiary of Nordstrom Inc. in the fall of 1999 when...

17/3,K/74 (Item 21 from file: 16) **Links**

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08289862 **Supplier Number: 65344889 (USE FORMAT 7 FOR FULLTEXT)**

**Clarity triumphs ... as well it should.(evaluations of catalogs)**

LEWIS, HERSCHELL GORDON

Catalog Age , v 17 , n 10 , p 119

Sept , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade  
**Word Count:** 2269  
**(USE FORMAT 7 FOR FULLTEXT)**

**Text:**

...t cart off gold--and I know for certain that many of the judges' comparative **decisions** were a hairline apart--it's difficult for one catalog to understand why another catalog...

...could be uninspired self--puffery, is followed by an explanation of how to make a **selection**. New Pig never leaves the reader dangling and wondering. I think they're button-happy...

...that looks at once both casual and rugged, yet polished and sophisticated....

Altogether, the Orvis catalog is a pleasure to view and to read.

Patagonia

Patagonia is the other Gold Award co-winner in the Sporting Goods category. Year in and year out, issue after issue, Patagonia sets a marvelous pace, not only in copy and layout but also in concept. The catalog is worth studying by any competitor who wonders where **customer interest** and loyalty has gone.

One key is an explanatory side-bar, complete with illustration, for each item the catalog regards as either an innovation or one whose benefit isn't immediately apparent. An example...

...or the basic description in the copy block, Patagonia doubles the reader's desire to **buy** with this separate description:

Optipull Hood

Our new, helmet-friendly Optipull Hood is the first...The result is an irresistible blend of the real and the imagined, and--assuming list **selection** is at all valid--that combination has to result in inquiries from individuals who, prior...

...t beautiful, nor should they be. The catalog is a perfect match for its merchandise **selection** and its target audience (police and fire safety officials).

Outsiders may be nonplused by rhapsodizing...

17/3,K/75 (Item 22 from file: 16) **Links**

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08118851 **Supplier Number: 67644073 (USE FORMAT 7 FOR FULLTEXT)**

**Nordstrom.com Announces Consolidation of Catalogs.**

PR Newswire , p NA

Dec 7 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 473

...a reduction of 35 positions from the Nordstrom.com workforce.

"This was an extremely difficult **decision** because it impacts our employees," said Dan Nordstrom, chief executive officer of Nordstrom.com. "However...

...We believe that improved integration between the Internet and catalogs will result in a better **selection** for our customers, and less mail in their boxes."

Once the new strategy to consolidate...

...Nordstrom.com, the online fashion specialty retailer, brings a 99-year history of customer service, **selection**, quality and value to the Internet. Offering one of the Web's most extensive selections of quality name-brand fashions, shoes and accessories. Recently **ranked** the #1 apparel site by Yahoo and #2 by Gomez Advisors, Nordstrom.com is an enjoyable, convenient online shopping destination designed to meet the **needs** of each individual **customer**. Nordstrom.com, which includes the company's online and **catalog** businesses, was established as a subsidiary of Nordstrom Inc. in the fall of 1999 when...

17/3,K/76 (Item 23 from file: 16) **Links**

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07954291 **Supplier Number:** 66454056 (USE FORMAT 7 FOR FULLTEXT)

## **TOO MUCH, TOO OFTEN.**

Reed, David

Marketing Week , v 23 , n 34 , p 59

Oct 12 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1532

...as credit cards, are by definition aimed at a mass market. This is either through **choice** -- providers want the largest possible customer base; or through necessity -- the pressure from Government to...

...direct mail, making it the most important advertising medium of all.

However, to sustain that **level** of **interest** and effectiveness, some things do need to change, above all the range of



products offered...

...Virgin One, Smile and Goldfish, which, so far, have been relatively successful.

Innovative products address customers needs, too.

Royal Bank of Canada has been redeveloping its product portfolio in this way, working with NCR to analyse its customer base and assess its needs. It recently introduced a new product for high-value customers, the Royal Certified Service Account. This has been designed specifically for people with a high volume of transactions. They pay a fee of \$9.50 ((pound)6.50) per month which covers up to 50 transactions. The bank says that as a result it has earned \$21m ((pound)14m) in new...

...in the financial arena, they offer much the same thing -- the consumer has very little choice. 'Rip-off Britain is alive and well in the financial services sector.'

This conservative attitude...

17/3,K/77 (Item 24 from file: 16) Links

Gale Group PROMT(R)

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07895680 Supplier Number: 65953307 (USE FORMAT 7 FOR FULLTEXT)

**MAGNIVISION(R).(and Omron Healthcare products)(Brief Article)**

STAKHOUSE-HITE, ANITA

Drug Store News, v 22, n 14, p S-2

Sept 25, 2000

**Language:** English **Record Type:** Fulltext

**Article Type:** Brief Article

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1665

...s no wonder that Masgnivision (R) Reading Glasses outsell all other brands.

**Product Quality and Selection**

\* We manufacture Magnivision (R) brand lenses in one of the most technologically advanced optical lens facilities in the world. Considered the best lenses in the industry, Magnivision (R)

\* Offering greater selection and styling to keep pace with today's fashion-and feature-savvy consumer

\* Three distinct...Broad consumer outreach will help drive demand for Omron products and raise awareness of diagnostic displays at drug stores. A series of educational print ads, created with the American Heart Association...

...Practice #1

Retail product assortments must span the low, middle and high ends

of the **categories**, particularly in blood pressure and thermometry.  
**Customer needs** vary based on income levels and propensity to spend, and people may be induced to step up with the right offerings. Key **category** trend: average transaction size is rising.

Best Practice #2

Have pharmacists recommend the use of self-care medical...

...offer higher quality product and better styling

- \* Retail space is expanding to accommodate a greater selection of styles

- \* Prime department locations are allocated for merchandising

It's About Proven Performance

To...

17/3,K/78 (Item 25 from file: 16) [Links](#)

Gale Group PROMT(R)

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07871818 **Supplier Number: 65751098 (USE FORMAT 7 FOR FULLTEXT)**

**Altrec.com Accumulates Awards for Excellence; Inc. Technology Magazine Joins Forbes, Gomez, Outside and Peppers & Rodgers in Naming Altrec.com a Top-Ranking Web Site.**

Business Wire , p 2288

Oct 5 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 478

...com to the "Top-25, Best of Breed" Web site list in the apparel/accessories **category**. Overall, winning sites **displayed** the ability to identify and differentiate essential customer information in **order** to provide goods and services designed specifically for each **customer**, based on **needs** and preferences.

Also in September, for the second consecutive quarter, Gomez Advisors, an Internet quality...

...skiing, snowboarding and snowshoeing shops, offering a complete assortment of hardgoods to complement its broad **selection** of softgoods. The new shops will feature full ski packages, mounting services and carry respected...

17/3,K/79 (Item 26 from file: 16) [Links](#)

Gale Group PROMT(R)

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07859231 **Supplier Number: 65644649 (USE FORMAT 7 FOR FULLTEXT)**

small talk.

Clack, Erin E.

Children's Business , v 15 , n 9 , p 32

Sept , 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 1370

...the commitment to its cause," said Nautica Children president Bob Reid, explaining his company's **choice**.

According to Reid, Nautica plans to carry the program over into subsequent seasons and gradually...and accessories into its existing apparel offering. Owner Meg Thompson says she felt that, in **order** to maintain her edge and to continue satisfying the **needs** of her **customers**, she had to offer more. In her small town, quality and unique infant bedding comes as a commodity, prompting endless **requests** from customers that Thompson bring the **category** into her store's mix. Initially apprehensive and tight on floor space, Thompson started out...

...just crib sheets and mattress pads. She soon discovered just how easy-to-manage the **category** in fact is. She says most bedding distributors put out **catalogs**, from which individual customers can **choose** exactly what they want. Thompson then calls in her **orders**, on an as-needed basis, and the only inventory she is required to have on...

17/3,K/80 (Item 27 from file: 16) Links

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07801687 Supplier Number: 65188479 (USE FORMAT 7 FOR FULLTEXT)

### **Peppers and Rogers Group Study Reveals Improvement in Privacy Policies and Customer Interaction among Top Rated Web Sites.**

Business Wire , p 2153

Sept 13 , 2000

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 778

...that evaluates the best practices of top one-to-one Web sites. Overall, winning sites **displayed** the ability to identify and differentiate essential customer information in **order** to provide goods and services designed specifically for each **customer**, based on **needs** and preferences. Those sites, designated as Best of Breed, include representatives from ten industry **categories** such as

financial services, travel, apparel/accessories and office supplies.  
One of the most significant...

...2000, major e-commerce sites have strengthened their consumer privacy protection practices and more prominently **display** their privacy policies. To strengthen privacy practices, 48 percent of those sites surveyed indicate that...

...for companies with traditional bricks-and-mortar stores (65 percent) now provide consumers with the **option** to actually buy or return items selected online to their stores - up from only 22...

17/3,K/81 (Item 28 from file: 16) Links

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07797508 **Supplier Number: 65161344 (USE FORMAT 7 FOR FULLTEXT)**

**Saks Incorporated Announces Launch of saksfifthavenue.com.**

Business Wire , p 2518

Sept 12 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 887

...the launch of saksfifthavenue.com, the Company's first E-commerce site, offering a robust **selection** of Saks Fifth Avenue merchandise and complementary product offerings; best-in-class service integrated with...

...stated, "saksfifthavenue.com provides an important new channel for our customers to access the style, **selection**, and brands they find in our stores. saksfifthavenue.com has a distinctive look and feel...

...stated, "saksfifthavenue.com provides an important new channel for our customers to access the style, **selection**, and brands they find in Saks Fifth Avenue's 61 stores. Our customers are educated...

...toe. For example, if a customer were to choose a skirt, 'Saks Suggests' would provide **options** for tops, shoes and a purse to complete the outfit."

saksfifthavenue.com offers "Tell A...

...specific item, they are given the opportunity to e-mail the image to whomever they **choose**. The site also offers customers event reminders with gift giving suggestions, as well as automatic replenishment of items such as hosiery or cosmetics, at intervals **chosen** by the customer.

Personal **home pages** can be customized at saksfifthavenue.com to include personal brand or **category** preferences, local store information and other content of **choice**.

Fulfillment Operations

All fulfillment operations for saksfifthavenue.com are based in

Aberdeen, Maryland, the location of the existing fulfillment operation for Saks Fifth Avenue and the Company's **catalog** businesses, Folio and Bullock & Jones. The fulfillment operation has been expanded and upgraded to support saksfifthavenue.com's distribution and **customer service fulfillment needs**.

Saks Incorporated currently operates 61 Saks Fifth Avenue stores, 46 Saks Off 5th stores, and...

17/3,K/82 (Item 29 from file: 16) Links

Gale Group PROMT(R)

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07682335 **Supplier Number: 63938362 (USE FORMAT 7 FOR FULLTEXT)**

**Creditcards.com.**

Sawyer, Nick

Cards International , p 12

May 15 ,2000.

**Language:** English **Record Type:** Fulltext

**Document Type:** Newsletter ; Trade

**Word Count:** 1634

...cards issuers offer cards via their websites and most offer online application with almost immediate **decisions**. However, the standout factor is the inclusion of value-added tools and services that entice...

...the centre of the screen, alongside a list of special offers for Chase cardholders.

The **options** include 'Want a Chase credit card?' with links to 'Get instant approval with Chase i...

...we offer' shows pictures of 11 Chase cards with brief overviews. The visitor has the **option** to click on a 'Learn More' link or 'Apply Now' for each individual card.

The...

...site. The cards also offer an introductory rate of 3.99 percent APR and a **decision** is made within two minutes. The successful applicant is given an instant credit line and...

...and 'About Wells Fargo'.

The credit cards site is well laid out, with 'Instant credit **decisions** for traditional cards -- click here to apply' prominent at the top of the page.

Beneath...

...bottom of the page.

By clicking on each category, the visitor is faced with a **choice** of cards -- the 'Traditional credit cards' include the Standard MasterCard and Platinum MasterCard and, by...

...APR. Once again, an 'Apply now online' link is visible and applicants can receive a **decision** online.

The 'Online features' link allows the user to track credit cards spending, view cards...

...The Associates

The Associates credit cards site can be found via the 'Personal finances' sub-category on The Associates **home page** (www.theassociates.com). The site features pictures of three Associates cards in the centre of...

...which lists the 18 Associates credit cards on offer. By clicking on each card, the **customer** can view **interest**-rate summaries and a list of benefits.

There is an interactive 'Credit cards **selector**' feature at the bottom of the page. By answering four questions, including income and rewards...Customers can apply online by completing a brief application form, though there is also the **option** to apply by phone and mail.

There is no annual fee for The Associates Visa...

...offers a guarantee for purchases made via the Internet.

Once again, the customer has the **option** to apply online and applicants can use an interactive calculator to estimate potential savings.

There...

17/3,K/83 (Item 30 from file: 16) Links

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07662824 **Supplier Number: 63814754 (USE FORMAT 7 FOR FULLTEXT)**

**Frictionless Commerce and CyberSystem Technologies Team Up to Deliver End-to-End Purchasing Solution to the General Services Administration's Buyers.Gov Site.**

Business Wire , p 2145

August 2 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 920

WASHINGTON-- (BUSINESS WIRE)--Aug. 2, 2000

e-Procurement Pilot couples Frictionless' intelligent search, **selection** and comparison software with CyberSystem's automated supply-chain management system  
Frictionless Commerce Incorporated, a...

...and CyberSystem will power the "Quick Quote" section of this site, arming buyers with advanced **decision** support and the back-end integration (from transaction processing to supply chain integration) to manage the entire search, **selection**, comparison, purchase and

fulfillment process.

This joint effort marks the first such integration of the...  
...to government agencies."

How It Works

Frictionless will provide buyers with the ability to easily  
**select** the desired products (e.g. printers, scanners, etc.) from  
both electronic **catalogs** and, dynamically, from auctions or reverse  
auctions. Buyers can then search for and compare products...

...in addition to product model number and price. The search will  
immediately provide buyers with **rank**-ordered results of products and  
their vendors, and how well these offerings meet the **buyers'**  
specified **needs**. Finally, **buyers** will be able to compare  
offerings side-by-side in a feature-by-feature format, allowing them to  
understand how offerings differ and, thus, make "best value" purchasing  
**decisions**. Once the buyer selects the product to purchase,  
CyberSystem seamlessly handles the transaction, fulfillment, order...

...tracking of the purchase. CyberSystem facilitates buyer compliance with  
government rules and regulations, real-time **determination** of  
departmental budgetary funds' availability, plus P-card and EFT  
reconciliation. Together, these systems exemplify the "best practices" in  
B2G procurement by providing fully automated e-procurement with  
best-product **selection**, on-time and cost-effective product  
acquisition and advanced budget management.

About Frictionless Commerce

Founded...

...more and driving liquidity across e-Markets. Frictionless' software  
achieves this by adding intelligent search, **selection** and comparison  
to any existing e-Marketplace. A key benefit of Frictionless' software is  
its...

17/3,K/84 (Item 31 from file: 16) Links

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07601750 **Supplier Number: 63643128 (USE FORMAT 7 FOR FULLTEXT)**

**Purchasing plans e-biz online supply registry.(websites related to the metals industry)**

Purchasing, v 129, n 1, p 261

July 13, 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 8978

...stainless steel, and titanium secondary materials.

www.metalsite.net

MetalSite's new "made-to-order" **option**, making it possible for  
buyers to purchase product based on longer-term production or inventory

needs, is available through the site's Product Guide. The made-to-order option is being introduced in phases. The first phase will allow buyers to become familiar with the option by having sellers accept inquiries on a limited range of product offerings. Buyers using made-to-order will be able to start their inquiry by choosing the Product Guide and then the MTO option in the site's catalog.

www.metalworld.com

MetalWorld is an online information-trading site offering free buy/sell/trade bulletin-board listings in such categories as copper, brass and bronze, aluminum, magnesium, zinc, tin, lead, iron, steel, and exotic metals. If interested, a buyer or seller can use e-mail to receive more information or negotiate a sale.

www...chematch.com

A large online products exchange, CheMatch offers its own, anonymous real-time product selection and negotiation interface catered to buyers of high-volume, bulk commodity petrochemicals.

www.worldwidetesting.com...

...Internet source for scientific products. Features include order tracking, purchase order or credit card payment options and free shipping. Other features include auctions for used or refurbished equipment and the site...Trade Zone will be able to research, locate and purchase components from suppliers of their choice. Users will also be able to access inventories and datasheets, manage bills of materials, and...

...to improve the electronic component procurement processes by accelerating workflow, reducing costs and providing strategic decision tools. The company says its TRADEC System enables companies to automate, accelerate and optimize the...distributors dedicated to providing national account and integrated supply solutions, as well as Web procurement options for industrial, commercial and contractor customers. The company says its "clicks and mortar" approach enables...

17/3,K/85 (Item 32 from file: 16) Links

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07587876 Supplier Number: 63507119 (USE FORMAT 7 FOR FULLTEXT)

**New Phase for E-Commerce As Market Models Gain Complexity.(Brief Article)(Statistical Data Included)**

CHANG, JOSEPH

Chemical Market Reporter , v 258 , n 1 , p 4

July 3 , 2000

Language: English Record Type: Fulltext

Article Type: Brief Article; Statistical Data Included

Document Type: Magazine/Journal ; Trade

Word Count: 802



...decide which business models will win and migrate to those channels that meet their specific **buyer needs** and values."

The current e-commerce landscape can be **categorized** into four business models: e-distributor, auction/exchange, aggregator and c-marketplace (see chart).

The e-distributor approach was one of the early offerings and is centered around providing a **catalog** of standard products and a basket of value-added, buyer-centric services.

"A specialty product sold into a fragmented market allows the e-distributor model to create value to the **buyer** who may have smaller volume **needs** and value added service requirements for technical support and even material handling issues," says Mr...

...seller) and reverse auctions (many sellers, one buyer), as well as a platform for completing **transactions** on a bid-ask basis. This model provides a dynamic trading platform for fungible commodity...

...at all. "It appears to be very early in the game to ascribe an investment **decision** as to who is in the lead and who is going to dominate in the...

17/3,K/86 (Item 33 from file: 16) [Links](#)

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07447951 **Supplier Number: 62649485 (USE FORMAT 7 FOR FULLTEXT)**

**Marconi Commerce Systems Dispenser Takes the Gold; Web-Enabled Eclipse(TM) Wins BusinessWeek's IDEA Award.**

PR Newswire , p 4771

June 9 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 533

...features, including revolutionary hydraulics, Internet ability and e-CRIND(TM) technology that allows operators to **select** touch-tone **display options** according to their **needs**. In addition, a **customer** interface module centralizes all payment operations in one location.

BusinessWeek also touted Herbst LaZar Bell...

...to take top honors and win the Gold Award in the Business and Industrial Equipment **category**. The magazine received more than 1,000 entries across all categories this year. BusinessWeek announced...

17/3,K/87 (Item 34 from file: 16) [Links](#)

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07303058 Supplier Number: 61881294 (USE FORMAT 7 FOR FULLTEXT)

**Bell Atlantic's LD Approval, New Standards for Copper Wiring.(Government Activity)**

Crowe, Thomas K.

Computer Telephony , v 8 , n 4 , p 36

April , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1305

...denial of the stay, the Court has agreed to consider appeals of the FCC's **decision** on an expedited basis. A Court ruling could realistically be issued before July 1st of...

...wire pairs in the telephone network, the FCC this January released its Third Report and **Order**, setting new minimum quality standards for copper wiring.

The FCC's ruling is limited to...

...responsibility of the local carrier.

The FCC's new standards become effective six months after **publication** of the **Order** in the Federal Register, estimated to occur by August 2000. Once they take effect, copper...

...or modified must be made of solid 24-gauge or larger twisted copper pairs, satisfying **Category 3** or higher electrical requirements.

**UPGRADES TO CAT3**

A 24-gauge wire is the size often used today because it offers cost-effective and solid performance, while **Category 3** generally contains the minimum physical properties necessary for the voice **needs** of small business and residential **customers**. Under the new standards, the copper inside wire and connectors must be labeled CAT 3 ...

...must comply with the new standards. Existing, embedded wiring-- much of which today is only **Category 2** -- need not be upgraded.

The standard also applies only to copper wiring, because it...

17/3,K/88 (Item 35 from file: 16) **Links**

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07177773 Supplier Number: 61360827 (USE FORMAT 7 FOR FULLTEXT)

**CIS.com, Inc. Creates Alliances and Multiple Affiliations for its Upcoming Mall Sites.**

Business Wire , p 1139

April 7 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade  
**Word Count:** 1003

...to these affiliations, CIS.com, Inc. will feature such sites as CVS Pharmacy, PlanetRX, MD Choice, MedPerks.com, Health Smart Vitamins, AllHerb.com, Stress Less, Inc., eNutrition, cooking.com, food.com...

...solutions that will endure."

The company decided on a base rate structure for pricing in order to "level the playing field for all advertisers" as opposed to charging a per click...

...other banner advertising sites. Monthly, quarterly, semi-annual, or annual rates will be available for customers depending upon their advertising needs and categories selected. Banner Ads will be displayed in permanent categories so that visitors may find the same sites over and over again. Banner rotations will not be necessary since every company may advertise in its chosen categories.

ECIS Banner Mall International will feature its own affiliate program that will allow other sites...

17/3,K/89 (Item 36 from file: 16) Links

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07154319 Supplier Number: 60836167 (USE FORMAT 7 FOR FULLTEXT)

**A sampling of metals Web sites.(Brief Article)**

Purchasing, v 128, n 4, p S111

March 23, 2000

**Language:** English **Record Type:** Fulltext

**Article Type:** Brief Article

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 2703

...stainless steel, and titanium secondary materials.

www.metalsite.net

MetalSite's new "made-to-order" option makes it possible for buyers to purchase product based on longer-term production or inventory needs, as is available through the site's Product Guide. The made-to-order option is being introduced in phases. The first phase will allow buyers to become familiar with the option by having sellers accept inquiries on a limited range of product offerings. Buyers using Made-to-Order will be able to start their inquiry by choosing the Product Guide and then the MTO option in the site's Catalog.

www.metalworld.com

MetalWorld is an online information-trading site offering free buy/sell/trade bulletin-board listings in such **categories** as copper, brass and bronze, aluminum, magnesium, zinc, tin, lead, iron, steel and exotic metals. If **interested**, a **buyer** or seller can use e-mail to receive more information or negotiate a sale.

www...

17/3,K/90 (Item 37 from file: 16) **Links**

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07037825 **Supplier Number: 59540092 (USE FORMAT 7 FOR FULLTEXT)**

**Hach Launches New e-Commerce Site.**

Business Wire , p 0252

Feb 18, 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 465

...want easier access to product information and relevant technical literature, and the ability to place **orders** quickly and easily whenever they want," Executive Vice President Dan Pryor says. "The e-commerce site is a big step toward helping us meet **customer needs** on a global basis."

The initial site offering covers over 6500 products, reagents, and...

...37,500 Material Safety Data Sheets (MSDSs) relating to Hach products. Visitors can search by **catalog** number, literature number, or keyword, or they can browse by parameter, product **category**, or application. A typical item-level listing provides a product image, description, and a link...

...to their order, and place the order directly. The site also provides an express ordering **option** that allows order entry by part number, greatly simplifying the purchasing process for customers who...

17/3,K/91 (Item 38 from file: 16) **Links**

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06995171 **Supplier Number: 58386011 (USE FORMAT 7 FOR FULLTEXT)**

**Agnes Lukasewych.(of SFM Media)**

Bachman, Katy

MEDIAWEEK , v 9 , n 46 , p 48

Dec 6, 1999

**Language:** English **Record Type:** Fulltext  
**Document Type:** Magazine/Journal ; Academic  
**Word Count:** 1103

...the best rates, and along with that, use whatever data is available to make intelligent **choices**. She looks at all of those things."

It's not unusual for Lukasewych to hit...

...WNNX-FM). In Los Angeles, it's KPWR-FM's Big Boy, whose picture she **displays** "as my inspiration for eating a salad."

And, she adds, "I like anything news."

Her surfing and multicultural **interests** have paid off.

Lukasewych's **clients** praise her for her knowledge of radio beyond the numbers. "She can tell you the...

...you who is listening to hip-hop, and the refinements of all the different music **category** formats," says Wade Stackhouse, manager of media services for Conagra Brands, formerly Hunt Wesson. For Stackhouse, Lukasewych has **bought** dozens of brands, including Wesson Oil, Peter Pan Peanut Oil, and Orvil Reddenbacker popcorn.

"Most...

...s advertising gets on the right stations at the right times.

"We need to make **decisions** quickly. We push back and revise flights

17/3,K/92 (Item 39 from file: 16) **Links**

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06972147 **Supplier Number: 58306919 (USE FORMAT 7 FOR FULLTEXT)**

**A sampling of metals Web sites .**

Purchasing , p S26

Dec 16 , 1999

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 2233

...stainless steel, and titanium secondary materials.

www.metalsite.net

MetalSite's new "made-to-order" **option** makes it possible for buyers to purchase product based on longer-term production or inventory needs, as is available through the site's Product Guide. The made-to-order **option** is being introduced in phases. The first phase will allow buyers to become familiar with the **option** by having sellers accept inquiries on a limited range of product offerings. Buyers using made-to-order will be able to start their inquiry by

choosing the Product Guide and then the MTO option in the site's Catalog.

www.metalworld.com

MetalWorld is an online information-trading site offering free buy/sell/trade bulletin-board listings in such categories as copper, brass and bronze, aluminum, magnesium, zinc, tin, lead, iron, steel, and exotic metals. If interested, a buyer or seller can use e-mail to receive more information or negotiate a sale.

www...

17/3,K/93 (Item 40 from file: 16) Links

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06935693 Supplier Number: 58572937 (USE FORMAT 7 FOR FULLTEXT)

**Hello Direct Teams Up With ShopNow.Com to Market SOHO Telecom Products.**

PR Newswire , p 1368

Jan 13 , 2000

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 353

...of online stores, from startups and mature businesses, consumers are overwhelmed by the number of choices they face when shopping on the web, " said Brian McConnell, Director of E-Commerce for...

...Direct is one of the anchor tenants in ShopNow.Com's telecommunications and small office categories.

About Hello Direct, Inc.

Hello Direct, Inc. (Nasdaq: HELO) is the leading developer and direct

...

...interface solutions, including headsets, teleconferencing, wireless, and related desktop products. Through a combination of distinctive catalogs, outbound telemarketing and Internet sales channels, the company offers a broad selection of commercial grade solutions to its customers' evolving communications needs. For more information on Hello Direct, Inc., please visit www.hellodirect.com the leading online...

17/3,K/94 (Item 41 from file: 16) Links

Gale Group PROMT(R)

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06915602 Supplier Number: 58377956 (USE FORMAT 7 FOR FULLTEXT)

**Agnes Lukasewych.(vice president and radio supervisor at SFM Media)**

**Bachman, Katy**

Brandweek , v 40 , n 46 , p 48

Dec 6 , 1999

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1103

...the best rates, and along with that, use whatever data is available to make intelligent **choices**. She looks at all of those things."

It's not unusual for Lukasewych to hit...

...WNNX-FM). In Los Angeles, it's KPWR-FM's Big Boy, whose picture she **displays** "as my inspiration for eating a salad."

And, she adds, "I like anything news."

Her surfing and multicultural **interests** have paid off.

Lukasewych's **clients** praise her for her knowledge of radio beyond the numbers. "She can tell you the...

...you who is listening to hip-hop, and the refinements of all the different music **category** formats," says Wade Stackhouse, manager of media services for Conagra Brands, formerly Hunt Wesson. For Stackhouse, Lukasewych has **bought** dozens of brands, including Wesson Oil, Peter Pan Peanut Oil, and Orvil Reddenbacker popcorn.

"Most...

...s advertising gets on the right stations at the right times.

"We need to make **decisions** quickly. We push back and revise flights constantly,"

17/3,K/95 (Item 42 from file: 16) **Links**

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06893328 **Supplier Number:** 58328225 (USE FORMAT 7 FOR FULLTEXT)

**Agnes Lukasewych.**

Bachman, Katy

ADWEEK Eastern Edition , v 40 , n 49 , p 48

Dec 6 , 1999

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1103

...the best rates, and along with that, use whatever data is available to make intelligent **choices**. She looks at all of those things."

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...WNNX-FM). In Los Angeles, it's KPWR-FM's Big Boy, whose picture she **displays** "as my inspiration for eating a salad."

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"Most...

...s advertising gets on the right stations at the right times.

"We need to make **decisions** quickly. We push back and revise flights constantly,"

17/3,K/96 (Item 43 from file: 16) Links

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06771213 **Supplier Number: 56070029 (USE FORMAT 7 FOR FULLTEXT)**

#### **A Profit Opportunity.**

Chain Drug Review , v 21 , n 15 , p 3

Sept 13 , 1999

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 829

...is by expanding beyond traditional prescription medications and health care offerings to provide a broad **selection** of other products, and basic food is a part of that," notes Steve Roath, president...

...that on a given day more than 60% of a drug chain's customers may **buy** only consumables items, with more than a third of those purchases being impulse **buys**.

To be sure, there are important steps chain drug retailers can take to boost the...

...Old Fashioned Syrup Co., which markets Sweet 'N Low Sugar Free Chocolate Flavored Syrup, is **choosing** the right product **display** locations and adjacencies.

"For a product like ours, multiple **display** locations are best to meet the **needs** of planned **purchasers** as well as to drive additional impulse sales," he comments. "For example, Sweet 'N Low...

...in the retailer's mix."

Having the right mix of brands and SKUs within each **category** is also crucial, according to a spokesman for Great Brands of Europe, which is the...



...to maximize sales. Having chilled availability and warm shelf availability presents the consumer with two **options** -- immediate consumption and take-home for later use. Bottled water is a very high-turn ...

...Some products in the consumables mix are so impulse-oriented that retailers almost have no **choice** except to display them in the highest-traffic locations, such as at the checkstand, according...

17/3,K/97 (Item 44 from file: 16) **Links**

Gale Group PROMT(R)

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06728941 **Supplier Number: 56465783 (USE FORMAT 7 FOR FULLTEXT)**

**MediaStream, Inc. Today Announced That It Launched a New PressLink Product.**

PR Newswire , p 2146

Oct 18 , 1999

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 419

MediaStream's PressLink is the world's largest Internet-based **selection** of online photographs, wire stories, and graphics. It offers more than 950,000 images from....

...make it easier to use, much faster in executing searches and more valuable in meeting **customers'** editorial **needs**. Boasting a very powerful search engine and many new features, the new PressLink meets those...

...productivity tools are also included in the new PressLink. The PressLink editors' picks are now **displayed** within specific **categories** to help users zero in on the particular content they need. The new "Quick Search...

...to automatically saving the customer's most recent searches, the new PressLink also lets customers **choose** custom searches to be saved. Customers can re-execute their frequent and recent searches quickly...

17/3,K/98 (Item 45 from file: 16) **Links**

Gale Group PROMT(R)

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06684137 **Supplier Number: 55924791 (USE FORMAT 7 FOR FULLTEXT)**

**Hello Direct to be the Telecom Product Provider for Go2Net's HyperMart Small Business Center.**

PR Newswire , p 6760

Sept 30 , 1999

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 586

...e-commerce director. "Most small businesses are overwhelmed and confused by the proliferation of telecommunications **choices** available. Our mission is to make it easy for small businesses to learn about, compare...

...solutions, without requiring them to have a degree in electrical engineering to understand the different **options**."

The Hello Direct telecom portal provides editorial coverage about a wide range of communications products...

...productivity tools, including headsets, teleconferencing, wireless and related desktop products. Through a combination of distinctive **catalogs**, outbound telemarketing and Internet sales channels, the company offers a broad **selection** of commercial grade products and information that provide solutions to its **customers'** evolving communications **needs**. For more information on Hello Direct, Inc. and its products, please visit [www.hellodirect.com](http://www.hellodirect.com)...

...Go2Net

The Go2Net Network provides branded, technology- and community-driven Web sites focused on the **categories** of search and directory; personal finance; commerce and business services; and games. The Go2Net Network...

17/3,K/99 (Item 46 from file: 16) Links

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06446512 Supplier Number: 55023403 (USE FORMAT 7 FOR FULLTEXT)

**MW online retail review underlines service range.**

Music Week , p 4

June 12 , 1999

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 332

Eight high-profile internet-based music stores, both UK- and US-based, were **chosen** for the **survey**, which measured performance against key **customer** satisfaction criteria including price, delivery times, the length of time it takes to place an **order** and availability of product. None of the retailers were clearly ahead of the rest, although some companies performed particularly badly in certain

**categories** and notably well in others.

The survey was based on a virtual basket of five CDs comprising a mix of chart and **catalogue** titles - The Corrs' Talk On Corners (original version), Blur's 13, New Radicals' Maybe You...

...split orders." He says Boxman uses one fulfilment house and is currently looking at other **options**. "Eight weeks is clearly not acceptable," he says.

EUK's online store Entertainment Express provided...

17/3,K/100 (Item 47 from file: 16) **Links**

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06293070 **Supplier Number: 54469856 (USE FORMAT 7 FOR FULLTEXT)**

**Bank of America Private Bank Ranked #1 Money Manager Of High Net Worth Assets by Private Asset Management.**

PR Newswire , p 3079

April 26 , 1999

**Language: English Record Type: Fulltext**

**Document Type: Newswire ; Trade**

**Word Count: 462**

...P. Morgan, which ranked second and third, respectively.

"We are the premier financial advisor of **choice** for high net worth individuals and families, offering investment products and innovative financial solutions for...

...as we offer clients strong and competitive investment performance. For the past several years, our **portfolios** have outperformed the S&P 500 consistently. Moreover, we emphasize the importance of after-tax...

...serve," he said.

Added Fisher: "Our challenge is to add value to each and every **transaction**."

More than 65 firms participated in the **survey**. The most common **client** account minimum in the high-net-worth **category** was \$1 million. About 35% of the respondents require a minimum of \$1 million or...

17/3,K/101 (Item 48 from file: 16) **Links**

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06255609 **Supplier Number: 54301535 (USE FORMAT 7 FOR FULLTEXT)**

**Review: Emercis gives NT shops solid catalog control.(Emercis Catalog Server 1.5 Internet commerce solution )(Software Review)(Evaluation)**

InfoWorld , v 21 , n 14 , p 65(1)

April 5 , 1999

Language: English Record Type: Fulltext

Article Type: Evaluation

Document Type: Magazine/Journal ; Trade

Word Count: 837

(USE FORMAT 7 FOR FULLTEXT)

Text:

...there. Although the management of product inventories, sales promotions, and campaigns begin with a business **decision**, implementation is often done by the technical staff that manages the hardware and software necessary...

...nontechnical user with its recently shipped Emercis Catalog Server, Version 1.5, which gives business **decision**- makers control of an unlimited number of products and how they are sold.

...the buying process. For example, a customer could purchase a set of name tags and **request** specific names for each tag.

In addition, I could allow for various product search **options**, such as a full- text database search, a text-index search, or a Boolean search. I could also design **display** promotions such as cross-sells, in which a related product is suggested based on the features of the product a **customer** is interested in. And I could visually promote products within **categories** using product spotlights.

Using Web browser templates, I was able to manipulate almost all product aspects and the **categories** to which they belonged, and thanks to supplied templates, I had a functional store running...

17/3,K/102 (Item 49 from file: 16) Links

Gale Group PROMT(R)

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06185261 Supplier Number: 54073110 (USE FORMAT 7 FOR FULLTEXT)

**Lucent Technologies Broadens FPGA Offering; OEMs LeonardoSpectrum Synthesis Solution from Exemplar Logic.**

Business Wire , p 0076

March 11 , 1999

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 476

...efficiently map users' HDL code to our new soft-wired LUTs makes it a logical **choice** for our customers."

A Comprehensive Synthesis Environment

The LeonardoSpectrum synthesis tool combines design entry, synthesis

...

...route interfaces into a single easy-to-use, modular product that can be tailored to **customer-specific needs**. LeonardoInsight provides a graphical **display** of synthesis results, integrating hardware description language (HDL) source viewing with **hierarchical** design browsing and schematic viewing. Cross-probing allows users to **select** HDL code in the source viewer and highlight the resulting gate, port or net in the schematic and **hierarchy** viewers.

"We are delighted to strengthen our relationship with Lucent," said Tom Feist, vice president...

17/3,K/103 (Item 50 from file: 16) **Links**

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06125669 **Supplier Number: 53854499 (USE FORMAT 7 FOR FULLTEXT)**

**Aspect Development Announces New Business Unit for E-Commerce Business-to-Business Catalogs.**

PR Newswire , p 1387

Feb 11 , 1999

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 1330

...universally available."

Aspect holds a comprehensive patent on the use of object technology in electronic **catalogs**, and several of its other features are covered by patents.

High Demand for B-to-B Catalog Data Services

Aspect's expertise in data services has long been of **interest** to **customers** and **requisition**-solution providers, as often the most challenging aspects of an enterprise e-commerce solution are preparing and maintaining the customized product **catalogs** from existing, inconsistent, incomplete data. Aspect's expertise has been developed because of the need...

...company's CSM solutions for customers. Aspect's Content Services helps customers and partners import, **classify**, standardize, and enrich legacy ...Aspect CSM solutions reduce product cost, operations expense and design cycle time by providing strategic **decision** support for procurement, product development and operations to manufacturers in the electronics, aerospace & defense, automotive...

...best practices such as strategic sourcing, preferred component and supplier management, design reuse, and rapid **selection** of the best components.

In addition to historical information contained herein, this press release contains...

17/3,K/104 (Item 51 from file: 16) **Links**

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06005415 **Supplier Number: 53397131 (USE FORMAT 7 FOR FULLTEXT)**

**Banking's Best of the Newest.**

Bank Technology News , p NA

Dec , 1998

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 4631

...intranets/ extranets, which fell two spots from last year's survey, and Java, a new **category** this year.

Although banks continue to view their call centers as a strategic channel, the...

...channel of the future. Call centers, which took first-place as recently as 1995 and **ranked** sixth last year, fell to an eighth-place tie in this year's **survey** along with bandwidth boosters. **Customer** relationship management tools, which replaced data warehousing and data mining as a new **category** this year, finished ahead of call centers, as did electronic bill presentment.

Clearly, the focus...

...the Internet. As banks transition their Web sites from text-only electronic brochures to interactive **Web pages** that not only can allow consumers to perform **transactions** but can also sell products and services, banks are seeking ways to boost the functionality... to grow," says James Moore, vice president, Durham, NC-based Mentis, a GartnerGroup company. "Bank **decision** makers are

becoming increasingly aware of middleware's critical role in customer relationship management, data...

17/3,K/105 (Item 52 from file: 16) **Links**

Gale Group PROMT(R)

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05996160 **Supplier Number: 53372688 (USE FORMAT 7 FOR FULLTEXT)**

**Know product and customer when marketing home health care equipment.**

EVANS, JACK

Drug Store News , p CP8(1)

Nov 23 , 1998

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 969

...be demonstrated to show customers how they improve their quality of life. When drug stores **display** floor samples and offer two or more **options** per product, customers can find the product that best meets their needs.

\* Merchandising. Drug stores that provide a complete product **selection** within any of their key **categories** meet the majority of their home health care **customer's category needs**. A 4-foot or 8-foot home health care planogram does not provide the depth...

...increase in relation to dedicated floor space and signage for each core home health care **category**.

\* Sales. Knowledgeable salespeople in drug stores are the key to selling these products because they...

...is a home health provider has made a long-term commitment to provide the product **selection**, service levels and consumer education to satisfy the majority of their customer's home health...

...SDM offers 1,500-square-foot home health care departments that offer a more extensive **selection** of bath safety, mobility, scooters and lift chairs. And, the chain recently opened its 32nd...

17/3,K/106 (Item 53 from file: 16) Links

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05940239 Supplier Number: 53191227 (USE FORMAT 7 FOR FULLTEXT)

**Consumers make themselves at home.**

Discount Store News , p 26(1)

Oct 26 , 1998

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 1898

...in 1995, many of them at home. This ongoing trend will continue to influence housewares **choices**.

No wonder then that housewares has grown by 6.1 percent annually over the latest...

...60 to 70 percent of its mix within the next two to four years. "Our **customer** research - shows no particular **interest** in brands other than Rubbermaid," says Lewis.

Commenting on the mass channel overall, Reynolds sees **category** management moving into housewares ...tracks electrics," he says. "They're using retailer POS data to track housewares for NHMA. **Category** management has become a significant issue, and it's paid enormous dividends at retail."

The...

...NHMA State-of-the-Industry Report shows that virtual retailers, including the Internet and mail **order catalogs**, currently account for just over 5 percent of domestic housewares sales. "The Internet has revitalized..."

17/3,K/107 (Item 54 from file: 16) **Links**  
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05724959 **Supplier Number: 50200738 (USE FORMAT 7 FOR FULLTEXT)**

**So you think things are tough now? ...**

Hylton, C.D.

Tire Business , p 19

July 20 , 1998

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1159

...the foundation for independents' survival and will be in the future.

However, having a good **selection** of products and a lot of service bays is not enough. More attention must be...

...If, for example, you hope to position your dealership as the place for a great **selection** of tires, dependable automotive service and modern service equipment, then:

Don't hire the town...

...should take it.

Have a wide array of tires in the good, better and best **categories** - but don't just push the best.

Don't have showroom **displays** that simply take up space. Make sure they inform customers about your products and services.

Remember, you should be in business to meet the **customer's** **needs!**

These are just a few ways that independent tire dealers can 'position' their businesses in...

...don't just talk the talk. They walk the walk.

To compete successfully, dealers must **select** an image they want



for their business, take all the steps needed to insure those...

17/3,K/108 (Item 55 from file: 16) [Links](#)

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05683524 **Supplier Number: 50294615 (USE FORMAT 7 FOR FULLTEXT)**

**Alpha One offers retailers support**

Chain Drug Review , v 20 , n 11 , p 72

June 29 , 1998

**Language:** English **Record Type:** Fulltext

**Article Type:** Article

**Document Type:** Magazine/Journal; Tabloid ; Trade

**Word Count:** 645

**(USE FORMAT 7 FOR FULLTEXT)**

**Text:**

...efficiency and flexibility that is second to none has made Alpha One the No.1 **choice** for in-store merchandising, according to senior vice president of drug store services Alex Yakulis.

...store merchandising, data collection and reporting services.

"At the store level we offer highly effective **display**, end-cap and sidekick programs, as well as direct-**order** and regional marketing programs," Yakulis notes. "On the merchandising front we provide shelf management, secondary placement, **category** resets and stock integrity adjustments." He adds that the company satisfies **clients'** data collection and reporting **needs** through distribution analysis, special audits and other services.

As part of its effort to provide...

17/3,K/109 (Item 56 from file: 16) [Links](#)

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05650850 **Supplier Number: 50106369 (USE FORMAT 7 FOR FULLTEXT)**

**Aspect Development Introduces Morocco(TM) - a Breakthrough MRO Solution For Enterprise MRO Parts Management**

PR Newswire , p 622HSM038

June 22 , 1998

**Language:** English **Record Type:** Fulltext

**Article Type:** Article

**Document Type:** Newswire ; Trade

Word Count: 1333

...demonstrated this week at SAP's annual European user conference, Sapphire-Madrid, as SAP's **decision**-support system for MRO procurement, aimed at its many worldwide process manufacturing customers.  
Applying Aspect...

...by supporting sophisticated cross-referencing of internal part numbering schemes, part duplicate reduction, alternate item **selection**, and automated MRO process management. Aspect's ability to provide an enterprise solution that supports...

...suppliers, presented in an easily searchable, standardized format.  
In addition, Aspect extends beyond traditional reference **catalogs** by providing a comprehensive data sourcing service known as MRO-Preferred. MRO-Preferred is an optional service for manufacturing customers, allowing out-sourcing of preferred **catalog** creation. Under this service, **catalogs** are tailored to contain only suppliers and product lines that **customers** have specified **interest** in. These **catalogs** are sold on a subscription basis in conjunction with MRO-Reference.

Aspect Technology  
Explore 98...

...foundation technology for the MRO solution, providing rapid access to content through its unique object-**relational** database. Explore allows users to quickly search through large volumes of data using Explore's parametric search. Users **select** from **categories** and subcategories of data, then apply specific desired attributes to narrow the search to items...

...ensure easy integration with existing applications.

Catalog Viewers: Using a PC- or Web-based interface, **requisitioners** and administrators can browse catalog contents to view MRO items, perform special searches, **order** items and services, and specify items for plant maintenance work orders.

Catalog Importer: Administrators use...be seamlessly integrated with SAP R/3. Aspect utilizes SAP R/3 information upfront for **decision** support in the item **selection** process for purchasing, plant maintenance, and bill of materials. Catalog data is shared and synchronized  
...

...Aspect Services

To complete the MRO solution, Aspect provides a full range of customer service **options** including custom catalog development and custom sourcing from suppliers. Aspect also provides state-of-the...

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05646287 **Supplier Number: 50098623 (USE FORMAT 7 FOR FULLTEXT)**

**L.L. Bean**

ADWEEK Western Advertising News , v 48 , n 23 , p 12

June 8 , 1998

**Language:** English **Record Type:** Fulltext

**Article Type:** Article

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 415

**Decision date:** June

Incumbent: Bronner Slosberg Humphrey, Boston

MARKET SITUATION

"We compete against everybody," says Catherine...

...ads (which used cute kids and baby animals and urged consumers to check out the catalogs) did not buoy sales. The client is interested in category experience but also is looking for an agency to make the brand into a lifestyle...

...a must. President Leon German and senior vice president of advertising Chris McCormick are key decision makers.

CONTENDERS

Carmichael Lynch, Minneapolis

The \$170 million shop, the smallest contender, has extensive experience with outdoor products, having created ads for Johnson Worldwide

...

17/3,K/111 (Item 58 from file: 16) Links

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05581388 **Supplier Number: 48449880 (USE FORMAT 7 FOR FULLTEXT)**

**Internet Links for the Insurance Industry: System to Connect Policyholders and Insurance Agents Via the Internet; July Completion Three Months Ahead of Schedule.**

Business Wire , p 4281017

April 28 , 1998

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 889

...accounts, as well as the convenience and cost-competitiveness of an Internet-based customer service option. VSI's turnkey approach includes the software links, hardware, telecommunications network, data

processing service and...

...online channels. This might include promotional information on financial products that are tailored to the **needs** of individual **customers**, renewal information, or reminders about important policy benefits.

Fossen further noted that the system will be a centerpiece in the company's plan to **acquire** its own **portfolio** of \$1.5 billion in insurance managed assets during 1998 and 1999.

About TIS **Transaction** Information Systems, Incorporated (TIS) is a leading provider of electronic commerce software solutions for the financial services industry. TIS was **ranked** by Inc. magazine as the 55th fastest-growing private company in the United States and...

17/3,K/112 (Item 59 from file: 16) [Links](#)

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05536214 **Supplier Number: 48391609 (USE FORMAT 7 FOR FULLTEXT)**

## **STRIKING THE BALANCE**

Appliance , p 72

April , 1998

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 768

...obvious end-user problems. Roche Harkins Design provided an objective, outsider's analysis of our **customers'** **needs** and the expertise to turn problems into opportunities for product differentiation, through appropriate product design solutions.'

### **Full Of Choices**

In purchasing a balance from the Voyager and Explorer line, customers make an initial **choice** between an analytical (high-resolution) balance and a precision (higher capacity) one. Transducers of different capacities are available within each **category**. Customers then **choose** either the Voyager **display/control** module, which supports a wide range of applications, operating modes, and advanced procedures, or the Explorer module, which offers fewer user-selectable **options** and lower cost. Should the end-user's needs change, the Explorer display can be...

17/3,K/113 (Item 60 from file: 16) [Links](#)

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05137051 **Supplier Number: 47841701**

**Damark Announces 40% Improvement in Second Quarter Earnings with 19% Revenue Growth; First Half**

**Earnings Per Share Double**

PR Newswire , p 0717MNTH029

July 17 , 1997

**Language:** English **Record Type:** Fulltext**Document Type:** Newswire ; Trade**Word Count:** 954

...we signed two strategic marketing agreements which allow DAMARK to market membership services to a **select** group of third parties' credit card customers. During the second half of 1997 we will...

...experience and proprietary database management expertise. DAMARK's products and services are offered through mail **order catalogs** and a variety of membership clubs which provide members discounts on travel, hospitality and entertainment as well as retail, health and fitness and other convenience **needs**. Currently, over one million **customers** belong to DAMARK's membership clubs. In addition, brand-name, value-priced merchandise is sold through **catalogs** in six broad **categories**: computers, home office, consumer electronics, home decor, home improvements and sports/fitness.

**DAMARK INTERNATIONAL, INC...**

...and retirement of common stock	(454)	(3,757)
Net proceeds from employee exercise of stock options	79	131
Other, net	(70)	(92)
1) Net (increase) decrease in cash and cash equivalents		\$34...

17/3,K/114 (Item 61 from file: 16) **Links**

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05134440 **Supplier Number:** 47837634 (USE FORMAT 7 FOR FULLTEXT)**The Midas Touch -- Software provides the key to value-added sales and profitable solutions**

Bort, Julie

VARbusiness , p CD6

July 15 , 1997

**Language:** English **Record Type:** Fulltext**Document Type:** Magazine/Journal ; Trade**Word Count:** 2003

In VARBusiness' Channel **Decisions** research in 1996, the majority of software VARs expected their unit sales to increase; this...point is to sell solutions. We resell software to provide a total solution to the client."

Another fact that the **survey** uncovered: VARs have not achieved their stunning year by packing as many products in their **portfolio** as possible. Instead, in all **categories** VARs remain conservative when adding new strategic vendors. Internet server software and Internet development tool...

...about a quarter of respondents doing so.

With an ocean full of emerging vendors to **choose** from, is it surprising that VARs didn't add more to their lineups? Not really...

...of NT vary among systems integrators. For instance, some say that NT is a better **option** to the reigning networking king, NetWare.

"Novell is entrenched, but NT is taking over," says...

...evaluate the flood of new software hitting the market.

Number of months to make brand **decision**

NOS- 1996: 2.9 1997: 2.8

SQL- 1996: 3.1 1997: 2.7

App...

17/3,K/115 (Item 62 from file: 16) **Links**

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05098555 **Supplier Number: 47485370 (USE FORMAT 7 FOR FULLTEXT)**

**TMG Financial Products Fixed Income Portfolio Sold to Morgan Guaranty Trust.**

Business Wire , p 06241377

June 24 , 1997

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 503

...Mutual Group had announced several months ago that it was considering a variety of strategic **options** for its derivatives businesses as it refocusses its activities on the provision of insurance and savings products. Dave MacIntosh, Executive Vice President of The Mutual Group, said "We explored several **options**, including sale of the business as a going concern, but in the final analysis it...

...P. Morgan, with US\$222 billion in assets, is a global banking firm that serves **clients** with complex financial **needs** through an integrated range of advisory, financing, trading, investment and related capabilities. J.P. Morgan is the largest arranger of derivatives **transactions** in the world according to the International Swaps and

Derivatives Association (ISDA). J.P. Morgan is also **ranked** as the highest quality derivatives house, according to several prominent industry surveys and **publications**.

CONTACT: Frank Bomben,  
The Mutual Group  
(519) 888-3900, ext. 6683.

17/3,K/116 (Item 63 from file: 16) Links  
Gale Group PROMT(R)  
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05006989 **Supplier Number: 47353770 (USE FORMAT 7 FOR FULLTEXT)**

**Here's How Some Big Players Weigh In on Subservicing**  
American Banker , p 8  
May 2 , 1997  
**Language:** English **Record Type:** Fulltext  
**Document Type:** Magazine/Journal ; Trade  
**Word Count:** 415

...explain what we can do for the customer and hopefully they'll make an economic **decision** to **choose** us," he said.

Fleet Mortgage Group  
Columbia, S.C.

"Fleet is not an active participant...

...Fleet, the fourth-largest mortgage servicer, services more than 100,000 loans and has a **portfolio** exceeding \$120 billion.

Mr. Zarro said Fleet subservices a very small number of loans, totaling about \$500 million, but the company has "limited **interest**" in seeking out new subservicing **clients**.

Banc One Mortgage  
Indianapolis

"A lot of people only do originations well. We can add value to a lot of **shops**," said David Pipher, Banc One Mortgage's vice president and national sales subservicing manager.

Banc One, which **ranked** 25th among mortgage servicers last year, is currently subservicing about 70,000 loans, Mr. Pipher...

...of its subservicing on a private-label basis. This makes some servicers more willing to **choose** Banc One as a subservicer since it will service the loans under the original servicer's name.

"Deciding to outsource is a hard **decision** for people to make. People have been servicing since Noah came over on the ark...

17/3,K/117 (Item 64 from file: 16) Links  
Gale Group PROMT(R)

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04971317 Supplier Number: 47304036 (USE FORMAT 7 FOR FULLTEXT)

**DAMARK Announces Strong First Quarter Revenue And Earnings Growth**

PR Newswire , p 0416MNW001

April 16 , 1997

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 820

...experience and proprietary database management expertise. DAMARK's products and services are offered through mail order catalogs and a variety of membership clubs which provide members discounts on travel, hospitality and entertainment as well as retail, health and fitness and other convenience needs. Currently, over one million customers belong to DAMARK's membership clubs. In addition, brand-name, value-priced merchandise is sold through catalogs in six broad categories: computers, home office, consumer electronics, home decor, home improvements and sports/fitness.

DAMARK INTERNATIONAL, INC...

...and retirement of common stock	(74)		
(3,181)			
Net proceeds from employee exercise of stock options			
33	80		
Other, net		--	
(483)			
Net increase in cash and cash equivalents		\$--	\$5

04

The condensed...

17/3,K/118 (Item 65 from file: 16) Links

Gale Group PROMT(R)

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04865656 Supplier Number: 47156311 (USE FORMAT 7 FOR FULLTEXT)

**NECX Direct Launches Web Site Redesign**

PR Newswire , p 0225NETU014

Feb 25 , 1997

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 594



...featured throughout the site and with a click of the mouse, create a personal page **displaying** their **chosen** product specifications. "Side-by-Side" enables true comparison shopping driven by the buyer. Customers can now compare the features of products they **select** store-wide at one time, on one page.

The 'look' of NECX Direct has also been enhanced to keep the site new, **interesting** and compelling for its **customers**. Easy-to-read **category** bars have been added to the left side of the page, with specific product features and highlights attached to each **category**, offering customers a roadmap to the specific computer product of **choice**. In addition, NECX Direct updates its interactive **home page** and product pages on a daily basis, highlighting a larger number of computer products and...

...Our redesign highlights our commitment to provide easy and trouble-free online procurement."

#### Value-added Selection

Over 25,000 full-color product images and one million individual product specifications make NECX...

...hot links to computer product manufacturers' Web sites enable users to make well-informed purchase **decisions**. Up-to-the-second pricing and availability information on all products, in addition to NECX...

...s 'real deals,' 'hot sellers' and product promotions, enable users to find their products of **choice** at the best possible price point on the market.

NECX Direct

NECX Direct is a...

17/3,K/119 (Item 66 from file: 16) **Links**

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04836153 **Supplier Number: 47115317 (USE FORMAT 7 FOR FULLTEXT)**

#### **H-E-B Local Drive Hits High Gear**

Gattuso, Greg

Supermarket News , p 6

Feb 10 , 1997

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 814

...a certain amount of what product they carry in their stores to suit the individual **customer's needs**,' he explained.

'Currently, **category** managers are not in tune with local items on a general knowledge basis,' Mabry explained...

...be more involved in the process of identifying local needs and communicating this to the **category** managers for inclusion in the store mix of products.

'H-E-B serves all neighborhoods, but our product **selection** is not tailored to the neighborhood to the extent we think is possible,' he added.

One way of 'localizing' stores to the neighborhood is through endcap **displays**. One new store, for example, features 44 4-foot endcaps promoting regional items.

The net...

17/3,K/120 (Item 67 from file: 16) **Links**

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04731588 **Supplier Number: 46965352 (USE FORMAT 7 FOR FULLTEXT)**

### **Silicon Graphics Unveils Industry's First Integrated Electronic Commerce Toolkit**

PR Newswire , p 1211SFW024

Dec 11, 1996

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 1326

...the WebFORCE Commerce Consultant, a Web-based tutorial which guides commerce site developers through the **selection** and deployment of tools necessary for developing their site. WebFORCE Commerce Toolkit information is available...

...Commerce Toolkit's shopping cart, utilizing EveryWare Development's Shopping Cart technology, allows customers to **select** any number of items from a site in their "virtual" shopping cart to make a...

...of purchase, all items are calculated automatically, including the sales tax and shipping charges.

#### **Internet Catalogs**

To efficiently create, deploy and manage a successful electronic commerce site, Web developers need the tools to build complex **catalogs** that support thousands, even millions of products. Current search tools and bandwidth restrictions on the Internet can prevent **customers** from finding items of **interest** easily. The WebFORCE Commerce Toolkit provides the tools necessary to develop large, on-line **catalogs** using CADIS' Krakatoa Catalog Publishing technology to publish, search and retrieve content.

Krakatoa's Intuitive Table of Contents technology, which organizes data into **categories** and sub-**categories** with association features, enables Web site developers to publish complex **catalogs** for users to search and query specific items that pique their interests.

"We at Warner...

...gone beyond our expectations in offering integrated technology for high-function, high-end catalogs."

**Secure Transactions**

The WebFORCE Commerce Toolkit utilizes Open Market's SecureLink Executive system to securely link storefronts...

17/3,K/121 (Item 68 from file: 16) **Links**

Gale Group PROMT(R)

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04711901 **Supplier Number: 46937563 (USE FORMAT 7 FOR FULLTEXT)**

**Luxury the Lure In Home Lines**

HFN The Weekly Newspaper for the Home Furnishing Network , p 1

Dec 2 , 1996

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; General

**Word Count:** 1793

...Barrel, Pottery Barn, Williams-Sonoma, Bombay - you end up with such a critical mass of **selection** for the customer that it becomes a desirable place to shop.'

Kurt Barnard, president of...

...Thalheimer said Sharper Image stores have been struggling to overcome product delays in some important **categories**, while new products, such as voice-chip and other recording devices, have been selling briskly across a range of price points.

He added, '**Customers** seem to be **interested**; they seem to have money to spend, and they seem to be pleased about the election,' he said. 'Our home **catalog** has done terrific, especially at the higher price points, with average **orders** running at about \$1,000, which has been really unusual.'

These upper-end home furnishings...

17/3,K/122 (Item 69 from file: 16) **Links**

Gale Group PROMT(R)

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04687147 **Supplier Number: 46899128 (USE FORMAT 7 FOR FULLTEXT)**

**Category killers stalk home health**

Drug Store News , p 12

Nov 18 , 1996

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 2697

...today's managed care environment, because as more and more consumers are taking charge of **decisions** regarding both health needs and costs, they don't know where to turn.' With 10...Incontinence and Ostomy: Health 'n' Home's Personal Care section is anchored by a complete **selection** of these products, said to number about 1,000 items. At Take Good Care, private...

...car seat.

Med Max has product samples on display throughout the store, starting with a **selection** of new and popular products at the entrance. Acrylic shelf signs are placed throughout the and **selection**, along with sensitivity to their target audience, which includes the elderly and disabled, as well...

...image that comes to most people's minds is a small, dark shop with limited **choice**, high prices and lots of confusion. We have created an entirely new approach. Our superstore...

...must learn the skills of retail salespeople, who must be able to (1) identify the **customer's needs**, (2) close the sale and (3) satisfy the customer so they will return again to **buy**.

Merchandising: Products must be **displayed** in customer-friendly showrooms that invite customers to touch and try out products and educate them concerning the personal benefits that result from using these respective products. Product **categories** must be merchandised demographically, placing related and impulse products nearby. At Med Max, the aisle...

17/3,K/123 (Item 70 from file: 16) **Links**

Gale Group PROMT(R)

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04672233 **Supplier Number: 46876383 (USE FORMAT 7 FOR FULLTEXT)**

### **Shelf-styled success**

Chemist & Druggist , p 659

Nov 9, 1996

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Professional Trade

**Word Count:** 1188

...range of simple and effective techniques for maximising sales, primarily through the effective use of **display**, shelf space and stock control.

With increasing competition from supermarkets, which already practise this technique...

...about implementing the concept in their business? First, let's deal with a few misconceptions.

'Category management is complex and time-consuming.' It need not be. Indeed, it is likely to...

...in place.

I need to provide a full range of products to meet all my customers' needs.' Many pharmacists feel it their duty to display the fullest possible range to meet minority needs and so differentiate themselves from grocery outlets...

...benefits neither the customer nor the profits.

There is a bewildering array of packs to choose from; there are more than 70 branded pack sizes in the cough category, more than 50 in decongestants and around 40 in cold/flu remedies. When you add...

...potential for stocking an unnecessarily high number of packs becomes all too clear.

However, a select few packs can deliver the vast majority of cough, cold and flu remedy profit for the pharmacy (see Figure 1).

From a choice of 78 possible packs, the average pharmacy stocks 42 branded cough remedy skus during the...

...be any gaps on the shelves; keeping it tidy - an untidy fixture will not encourage selection and makes the task of stockkeeping and re-ordering difficult; allocating the appropriate number of...cent to cold and flu treatments and 25 per cent to decongestants. However, your final decision should take other factors into consideration.

The variety of formats There are many different formats...

17/3,K/124 (Item 71 from file: 16) Links

Gale Group PROMT(R)

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04545024 Supplier Number: 46679235 (USE FORMAT 7 FOR FULLTEXT)

**Think small**

Telephony, p 26

Sept 2, 1996

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 986

...simple things: lengthening the company's business hours, providing self service and "always on" feature options for customers, and billing more services based on usage rather than monthly subscription charges.

The...

...CallMall offers a number of services:

Shopper's Boulevard lets customers bank at home or shop from

catalogs or from merchants in a variety of categories.

Personal Mall contains a customized version of Shopper's Boulevard to reflect a specific customer's particular tastes and interests

Catalog Rack includes a list of dozens of catalogs from which customers can order electronically.

News Stand provides access to weather reports, winning lottery numbers, movie schedules, ski reports...

...other regions throughout Canada is Name That Number, a reverse directory assistance service. Using this option, a customer can access directory assistance information with a touch-tone phone. An IVR application...

...name and locality of the inquiry to the caller in his or her language of choice. The service uses a standard telco directory assistance database combined with text-to-speech conversion...

...launches are the evolution of electronic doors, making the delivery channel richer, and enhancing customers' choices and lifestyles.

Conventional industry wisdom says that small companies will have a difficult time surviving...

17/3,K/125 (Item 72 from file: 16) Links

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04083498 Supplier Number: 45948330 (USE FORMAT 7 FOR FULLTEXT)

#### ALL FOR ONE

CommunicationsWeek , p 39

Nov 20 , 1995

Language: English Record Type: Fulltext

Document Type: Newsletter ; Trade

Word Count: 2070

...that includes detailed prospect profiles--including applications, techniques, competitive products, pricing and the names of decision makers.

In addition, Millipore's Smmarts system incorporates automatic record tracking of sales calls, meetings...a no-brainer for companies with very broad, information-intensive product lines sold historically through catalogs. Once the enterprise reformats print catalogs into relational databases, it can deliver product information over networks, CD-ROM, disks and other electronic media...

...and update it in real time, as well as customize it to reflect the unique needs and requirements of each customer.

Even if a business chooses to continue to use printed materials, as most will, the costs associated with unused, out-of-date

**catalogs** and other collateral are sharply reduced because of the ease and speed of revision. Call...

...develops an EC mindset. Business managers and executives generally assume that the IT organization makes **decisions** that support the business strategy.

In practice, this is not always easy. In the case...

...This is a big cultural change. The old planning model worked reasonably well when the **decisions** only affected internal systems. If the IT systems were slow, late, inefficient or crashed, humans...

17/3,K/126 (Item 73 from file: 16) [Links](#)

Gale Group PROMT(R)

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03738569 **Supplier Number: 45304090 (USE FORMAT 7 FOR FULLTEXT)**

**beauty and the beastly service question**

Home Fashions Magazine , v 0 , n 0 , p 18

Feb , 1995

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1532

...keeps a handy price book near each bed, which lists fabrication, colorways and the complete **selection** of available patterns and embellishments. The books, however, aren't enough. The sales associates need...into understandable advice. Vendors do it with packaging; retailers do it with signage and concept **shops**.

Live **displays** are important in window treatments, a **category** where the average shopper **needs** help visualizing the finished product. '**Customers** have more questions about decorating a window than they do about decorating a bed,' says Bill McKenna, vice president of marketing and sales at Burlington House.

'That's why people **shop** in stores versus **catalogs**,' notes David Kahn, president of Croscill. 'They want to touch and feel the products.'

Top...

17/3,K/127 (Item 74 from file: 16) [Links](#)

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03169931 **Supplier Number: 44332122 (USE FORMAT 7 FOR FULLTEXT)**

**BJ's reformats PCs**

Computer Retail Week , p 10

Jan 3 , 1994

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 450

...The business is telling us that's where (the category) belongs.'

The move reverses a **decision** last year that saw PCs moved from the front of all BJ's clubs to...

...computer systems will be upped to 12 systems from a current eight. Merchandised on low **display** racks, they will be the first items customers see upon entering the clubs.

'Obviously, the...

...enough that the company has taken the prime real estate and given it to the **category**,' he said. 'In any retail environment, you put your most wanted and **interesting** merchandise where the **customer** walks in. It's one more opportunity to let them know you've got it when they are ready to buy.'

BJ's also plans to increase its commitment to such neglected **categories** as notebook computers, which haven't won a big showing among its members.

Lobkowitz said still other first-time **categories** also will be added, but declined to be more specific until the launch next month...

17/3,K/128 (Item 75 from file: 16) **Links**

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02940524 **Supplier Number:** 43976229 (USE FORMAT 7 FOR FULLTEXT)

### **Fitting In**

HFD-The Weekly Home Furnishings Newspaper , v 0 , n 0 , p 10

July 19 , 1993

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 1889

...has been strong customer interest in offering fitness products.

'Although we've not made any **decisions** yet, electronic home exercise equipment is something that our (customers) have asked us for and ...

...exercise equipment last year when it began searching for a category of merchandise it could **display** on its floors with the opposite seasonality to air conditioners. Tops' air conditioning **displays** take up 2,500 to 3,000 square feet in each store.



Phil Schoonover, senior vice president and general merchandise manager of Tops, said it also wanted to find a **category** of merchandise that would appeal to its current customer base.

Tops said it attracts a broad group of consumers, many of whom are well-educated and **buy** upscale merchandise. **Interestingly** enough, the **customer** profile of the purchaser of home exercise equipment is often a well-educated consumer who...

...for quality products.

Given the trend toward health in America and infomercial support behind the **category**, Tops executives began studying the business and decided to give it a try.

At the...

17/3,K/129 (Item 76 from file: 16) **Links**

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02923613 **Supplier Number: 43949949 (USE FORMAT 7 FOR FULLTEXT)**

**Sunglass sales on the rise; chains' strategic focus varies**

Drug Store News, v 0, n 0, p 75

July 5, 1993

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 449

...brand identification and we have placed two barrels at the front of the stores.'

The **display's** more upscale look increased sales by about 40 percent and average retails were also...

...other retailers have experienced. A buyer at another chain reports that upscaling his chain's **selection** proved unsuccessful. Sales dropped off as price-sensitive consumers turned to roadside vendors and flea markets for their sunglass **needs**, the **buyer** said. The chain has shifted back to its previous **display** and regularly sells glasses at 50 percent off, which still offers good margins and has boosted sales.

'To make sunglasses profitable, retailers need to force a focus on the **category** and take a look at their **displays** to see if it is the image they want to project,' according to one manufacturer...

17/3,K/130 (Item 77 from file: 16) **Links**

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02440639 **Supplier Number: 43215770 (USE FORMAT 7 FOR FULLTEXT)**

**CALL TO ATTENTION**

ADWEEK Eastern Edition , v 33 , n 32 , p 23  
August 10 , 1992  
**Language:** English **Record Type:** Fulltext  
**Document Type:** Magazine/Journal ; Trade  
**Word Count:** 811

...publicity's double-edged sword. To build your agency's name, you must make three **decisions**: who do you want to reach; how do you want to be perceived; and which...

...advertise. Go beyond categories and billings to demographics and psychographics. Determine the characteristics of the **decision-makers** you can attract. This is an important step, but it's one that most...

...tools at your disposal - press coverage, speaking engagements, awards shows, cause and event marketing - and **choose** the most appropriate ones.

Let's start with the press. Obviously, you want to be featured in the **publications** seen by potential clients (the prospect profile should help you pinpoint what and how potential clients read). While clients do turn to trade **publications** like ADWEEK, most aren't as **interested** in announcements of new employees, **clients** or divisions as you are. Good press relations or a known specialization might get you quoted in the kinds of articles clients care about - stories on their **category**, on major media or marketing issues or on legislative activity.

Clients also read the national...

17/3,K/131 (Item 78 from file: 16) **Links**  
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01691631 **Supplier Number:** 42104365 (USE FORMAT 7 FOR FULLTEXT)

**Simon David Makes a Case For More Items**  
Supermarket News , p 42  
May 27 , 1991  
**Language:** English **Record Type:** Fulltext  
**Document Type:** Magazine/Journal ; Trade  
**Word Count:** 289

...position of being the variety merchant in the trading ares," the observer said. "Across all **categories**, there is a full spectrum of items, and the shelves are consistently well-stocked."

"There are enough items to cover the **needs** of the **customer**," another industry expert said. "It is in keeping with the operator's style to offer variety."

But Simon David does not use **display** for **display**'s sake only; it actively turns the case, so that fresh products are always fully visible.

The **selection** of fixtures and merchandising of the cases at the Simon David units inspire consumer confidence...

17/3,K/132 (Item 79 from file: 16) Links  
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01392693 **Supplier Number: 41657883 (USE FORMAT 7 FOR FULLTEXT)**

**Dealers' choice: drop furniture entirely or dive in head first**

National Home Center News , v 00 , n 00 , p 13

Nov 5 , 1990

**Language:** English **Record Type:** Fulltext Abstract

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 909

**Dealers' choice: drop furniture entirely or dive in head first**

**Abstract:**

...Depot) all still regard RTA as a priority category and have taken steps to expand **selection** and presentation.

...this summer pointed to competition from the likes of Ikea as one reason behind this **decision**.

But chains like Channel, Pergament and Rickel (which are facing much the same specialty competition...

...Depot) all still regard RTA as a priority category and have taken steps to expand **selection** and presentation.

Indeed, chains as diverse as Lampert Lumber and Pay'N Pak highlight furniture...

...of their strengths as home decor merchants.

Channel is expanding the department to include a **selection** of imported solid-wood RTA furniture in its larger super stores, says Marvin Wasserman, who...

...of products to as vast a constituency as possible," says Falk, who wants Pergament to **display** more of a one-stop **shop** environment.

Asked why a one unit home center like All American of Downey, Calif., is staying in a **category** from which its two warehouse competitors are retreating, RTA buyer Rudy Gonzales is quick to point out that All American **needs** home furnishings to send its **customers** a

message.

"We're in the finished products end of the business, and RTA is integral to that kind of a mix," says Gonzales. "It's a basic home decor **category**, and we want to maintain a home decor image."

The RTA set at All American typifies the accent on the **category** that many home centers in the state continue to **display**. In 70 linear feet, it shows 10 vignettes of bedrooms and dining rooms.  
Up against...

...Mart, Pamida and K mart. "We add to our customer base by carrying a greater **selection**, and a good mix of ready-to-finish which they don't have at all...

17/3,K/133 (Item 80 from file: 16) Links  
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01322036 **Supplier Number: 41554929 (USE FORMAT 7 FOR FULLTEXT)**

## **8 RETIREMENT ALLOCATION STRATEGIES**

Financial Services Week , p 37

Sept 17 , 1990

**Language:** English **Record Type:** Fulltext

**Document Type:** Magazine/Journal ; Trade

**Word Count:** 2032

**(USE FORMAT 7 FOR FULLTEXT)**

**Text:**

...director of personal financial planning at Deloitte & Touche in San Francisco, says the asset allocation **decision** is a function of the client's income needs and the assets he or she...

...force her to assume disproportionate investment risk.

"On a scale of one to 10," equities **rank** as a 10 and fixed income as a one in terms of importance to a retiree's economic well-being, says Kochis. The function of equities in a retiree's **portfolio** is "to continue to provide long-term growth and protect accumulated resources from erosion by inflation," he adds.

For fixed-income needs, Kochis often recommends deciding how much income the **client needs** and then buying fixed-income instruments with staggered maturities so the client will have "a...

...want to be traders of fixed-income instruments," he says, adding, "I recommend most people **buy** and hold them until the proceeds come due and then spend the money."

His **decision** about what fixed-income instruments to use is a

function of the desired yield, the...

...how much income they need, but "it's a disaster to let them make investment **decisions** based on (need alone). If they do, they'll get killed by inflation," she says...

...KAP Planning Advisory, New York, says there are many factors involved in the asset allocation **decision** for a 65-year-old, not the least of which is the past experience such...

17/3,K/134 (Item 81 from file: 16) **Links**  
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01028127 **Supplier Number:** 41128318

**Outposts Are Picking Up Sales Of Mops, Brooms**  
Supermarket News , p 30  
Jan 22 , 1990  
**Language:** English **Record Type:** Abstract  
**Document Type:** Magazine/Journal ; Trade

**Abstract:**

...noted.  
Cross-merchandising of brushes and brooms in other sections also builds sales for the **category**.  
**Displaying** pastry and basting brushes close to the checkouts during major holiday periods increases movement by...

...we cross-merchandise push-brooms with patio and outdoor promotions." Ads and promotional shippers increase **customer** awareness; while building **interest** in selections.  
Although Charley Bros., New Stanton, Pa., promotes the **category** all year, it ties advertising to sales peaks, according to Charles Robson, buyer. To round...

...the assortment, the company is considering a new 12-item Super Valu private label Chateau **selection** of mops, brooms and brushes.

17/3,K/135 (Item 1 from file: 148) **Links**  
Gale Group Trade & Industry DB  
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14904737 **Supplier Number:** 90701672 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Ratings game: which carriers and third parties provide the best service? we asked our readers to evaluate the major industry players. (Quest for Quality).**

Logistics Management & Distribution Report , 41 , 8 , 39(2)

August , 2002

ISSN: 1098-7355

Language: English

Record Type: Fulltext

Word Count: 1241 Line Count: 00140

**Text:**

...of the annual Quest for Quality survey, 81 carriers and service providers made our Readers' **Choice** list. The following years, 76 and 74 companies, respectively, were cited for service excellence. Last...

...questionnaires covering the different modes of service to 14,000 magazine readers, all of whom **buy** transportation or third-party services. (By way of explanation, the Quest for Quality **survey**, which is the largest **customer** satisfaction study in the transportation/logistics field, was begun in 1983 by Distribution magazine, one of our predecessor **publications**.)

As in the past, our shipper readers filled out questionnaires asking them to **rank** their carriers' performance in five ...service providers, however, were judged on criteria that were more appropriate to their operations: carrier **selection** and negotiation, **order** fulfillment, transportation/distribution, inventory management and logistics information systems.

The Scoring Method

The scores shown...and the average weighted score for each category is calculated. Service providers receive the "Readers' **Choice**" designation when their total score meets or surpasses the average total weighted score for their...satisfaction rating of 31.33. It should be noted that many rail shippers have little **choice** of carriers because they are limited to doing business with the carrier whose tracks run...

17/3,K/136 (Item 2 from file: 148) **Links**

Gale Group Trade & Industry DB

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14554470 **Supplier Number:** 85411381 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The e-tailer's secret weapon: General retailers use their expertise in a few core categories to attract customers, but over the Web they must offer more. Enter the on-line category manager.**

Dayal, Sandeep; French, Thomas D.; Sankaran, Vivek

McKinsey Quarterly , 73(7)

Spring , 2002

ISSN: 0047-5394

Language: English

Record Type: Fulltext

Word Count: 2841 Line Count: 00224

...General retailers have always succeeded by striking a carefully calibrated balance between offering a wide **choice** of goods and the opportunity cost of offering each additional category. But customers in the ...must determine which additional categories will make the most of its valuable shelf space--a **decision** that calls for sophisticated brand analysis and focus-group research. J. C. Penney' ...Category managers are most useful when a category is relatively complex and customers demand deep **selection** from an array of many competing brands. Currently, category managers exist in 10 to 15...their shelves, it is easier for a category manager with specialized knowledge to get the **selection** right than it is for them: Handleman employs 20 or more music experts to track...the rest of the site (see sidebar, "Showcasing the brand").

Global Sports, an on-line **category** manager in sporting goods, offers 600 brands and more than 60,000 products. It boasts...

...Web sites of television channels, such as FOXSports.com. Its managed sites amply show how **category** managers tailor them to the **needs** of different retail **clients**. TheSportsAuthority.com site, for example, is organized just like The ...and tag line, "Go out and play," are stamped atop each page. FOXSports.com's **home page** offers a series of buttons, including "**Shop**," "**Games**," and "**Shows**." A click on the former button sends customers to a section of...in some danger of compromising the integrity of its brand if it makes the wrong **choice**. Once lost, a reputation for customer service and quality is difficult to retrieve.

With this...

17/3,K/137 (Item 3 from file: 148) Links

Gale Group Trade & Industry DB

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14367880 **Supplier Number:** 81415029 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Gaining "Bonus Customers" by Stretching the Market. (Observations).**

Gelb, Betsy D.

Journal of Advertising Research , 41 , 5 , 73(5)

Sept-Oct , 2001

ISSN: 0021-8499

**Language:** English

**Record Type:** Fulltext

**Word Count:** 3337 **Line Count:** 00263

...in answering that question.

The first path, the case of a leading brand in a **category**

that can be seen as socially necessary, will be considered first. The primary consideration is whether the product **category** itself is one that any potential **buyer** would need to **display**.

**Interesting** examples come to mind: people who drink neither beer nor soft-drinks keep both in...

...refrigerators to offer to unexpected guests. If the question is what brand of each they **buy**, the best guess is the leaders: Coca-Cola and Budweiser. After all, these potential hosts are buying in a **category** they don't consume personally, nor plan to, and consequently it seems unlikely that they...

...is no need, in other words, for Coke or Bud to advertise that if you **buy** only for others, we are the brand for you. By promoting the product vividly and...

...a product leading a category incompatible with public display would seem to be a poor **choice** for the market-stretching strategy described here. Just to offer a few examples, Morton's...demonstrate concern for the safety of one's children; to demonstrate such concern by brand **choice**, clearly only Volvo will do.

HOW ADVERTISING CONTRIBUTES

Once a brand can reasonably be expected...

**Descriptors:**

...Brand choice--

17/3,K/138 (Item 4 from file: 148) **Links**

Gale Group Trade & Industry DB

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13955621 **Supplier Number:** 79412625 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Buying Customer Loyalty.(book stores)(Industry Overview)**

Rosen, Judith

Publishers Weekly , 248 , 42 , 20

Oct 15 , 2001

**Document Type:** Industry Overview

ISSN: 0000-0019

**Language:** English

**Record Type:** Fulltext

**Word Count:** 3223 **Line Count:** 00244

...up for a frequent-flyer-type Preferred Reader Platinum Visa and using it when they **shop**. The annual membership fee of (dollar)10 confers other privileges, including a members-only Web...

...an online discount. "We direct market to Preferred Readers," explained Caine, "sending them our holiday **catalogue** and e-mailing promotion announcements to those that have given us their e-mail addresses. We can



target category newsletters to a customer's reading interest."

The Yogurt Thing

For many stores, and customers, simple pleasures are the best. That's...do more business," said Platt. With the Nonesuch Saver's plan, the customer has the option to have a paper card, even though the computer tracks all purchases using an ID...conclusion that customer loyalty is not a way to look at this. It's about choice."

To convince students and faculty to choose Aztec Shops, the store is testing its services...

...goal, for many stores that's not always successful, either, because of limited staff. Other options, like Aztec Shops' targeted marketing to all customers, not just frequent buyers, or Schwartz's...

17/3,K/139 (Item 5 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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13339479 Supplier Number: 73462314 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Govett Isa selector features choice of 17 funds.(Brief Article)**

Money Marketing , 22

April 5 , 2001

**Document Type:** Brief Article

ISSN: 0958-3769

**Language:** English

**Record Type:** Fulltext

**Word Count:** 170 **Line Count:** 00016

**Govett Isa selector features choice of 17 funds.(Brief Article)**

The Govett Isa selector is a new service which offers a range of 17 funds within an Isa wrapper and enables IFAs to create a portfolio to suit clients' needs.

The funds available are divided into four categories blue chip funds, opportunities funds, protected/index funds and income funds.

Govett says each category is designed to meet a specific performance objective and help clients choose funds based on expectations for growth, income and attitude to risk.

The Isa selector includes a maxi Isa with contribution levels from (pound)500 to (pound)7,000 and...

17/3,K/140 (Item 6 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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13324070 Supplier Number: 73000998 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Disintermediation in Question: New Economy, New Networks, New Middlemen.**

Jallat, Frederic; Capek, Michael J.  
Business Horizons , 44 , 2 , 55  
March , 2001  
ISSN: 0007-6813  
Language: English  
Record Type: Fulltext  
Word Count: 3843 Line Count: 00341

...and vice versa. They can be database administrators, focusing efforts on customer preferences and sending **selective** information about suppliers in a **catalogue** format. Or they can replace buyers and study alternatives and characteristics of competing offers. This is generally what supermarkets offer, allowing buyers to compare products and group them by **category** at the point of sale. In fact, intermediaries can create value, limiting customers' research time and expense by offering a product line adapted to their **needs**. What is true for **buyers** also applies to sellers: Intermediaries can supply information on characteristics to help sellers find markets...

...many of the firm's customers, who have direct access to book critics of their **choice** and can communicate with a virtual community of like-minded readers. The firm can also...

...and become Internet brokers, allowing clients access to a broader information base and enhancing both **selection** processes and negotiating power. This is what Auto-by-Tel, a newcomer to the automobile ...Intermediaries

Free access to information on the Web could push customers to make their own **choices** and bypass intermediaries. But such arbitration is not merely price-based. Other factors must also...

17/3,K/141 (Item 7 from file: 148) Links  
Gale Group Trade & Industry DB  
(c)2007 The Gale Group. All rights reserved.  
10900728 Supplier Number: 54186579 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
Anatomy of a Start-Up.(Gerald Ritthaler's snack food start up company )

Inc. , 581(1)  
March , 1999  
ISSN: 0162-8968  
Language: English  
Record Type: Fulltext; Abstract  
Word Count: 4160 Line Count: 00319

...easier for Tropic's. Terra has done the groundbreaking work of establishing the premium-chip **category**. Generally priced at a dollar or two below the competition, Tropic's chips could look...

...on supermarket shelves. Although vending operators are always looking for new products to enliven their **displays** and entice **customers**, they're more **interested** in counting profits. Margins and turns are what they're after. Frito-Lay's nationally...

...a slam dunk in vending, where research shows that the typical customer generally tries to **buy** the most product for the smallest number of coins.

Through the fall of 1998, as...

...a thin, crisp bread called casabe. Popular in South America, casabe would offer a healthful **option** for those with wheat allergies and might, as

17/3,K/142 (Item 8 from file: 148) **Links**

Gale Group Trade & Industry DB

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10861470 **Supplier Number:** 54036231 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Sales managers: marketing's best example of the Peter Principle?**

Anderson, Rolph E.; Dubinsky, Alan J.; Mehta, Rajiv

Business Horizons , 42 , 1 , 19(8)

Jan-Feb , 1999

ISSN: 0007-6813

**Language:** English

**Record Type:** Fulltext; Abstract

**Word Count:** 5642 **Line Count:** 00485

...additional criticisms voiced by salespeople about their sales managers: they were disorganized; they made capricious **decisions** on such critical matters as hiring or promoting people; they neglected motivation; they communicated poorly...

...was either average, low, or very low. Too many reps seemed focused on quick sales, **displaying** neither the desire nor the patience to learn their **customers'** **needs** and priorities. For instance, many assumed that purchasing managers are concerned only with price, yet just 18 percent of the purchasing managers **ranked** price as important in **selecting** suppliers. In a study by Lendrum (1990), 1,000 buyers who dealt directly with salespeople...

...industry rated them low on providing customers with assistance, keeping them informed, following up on **orders**, knowing about promotional techniques, and motivating in-store personnel. With respect to ethics, a recent...

...who must be ultimately accountable. After all, many of the problems result from ineffective recruitment, **selection**, training, motivation, evaluation, and control of sales personnel - functions that are the primary responsibilities of...

...sales agents, seeking fatter commissions, persuaded current customers to purchase costly new policies. Following this **decision**, Prudential's share of the U.S. ordinary life insurance market fell more than 15...a management-team perspective, are superiors, and have a diverse range of activities."

Few managerial **decisions** are more important to a firm's revenue-generating activities and long-term customer satisfaction than the **selection** of sales managers. Today's competitive battles are being fought largely in the sales arena...

...But available evidence indicates that few companies are using a systematic process or even many **selection** tools.

Guest and Meric (1989) surveyed Fortune 500 executives to learn, among other things, whether...in picking and developing sales managers, and even those tend to be subjective.

Recruitment and **Selection**. The overall quality of sales management might be substantially enhanced by recruiting and selecting managerial...

...employment agencies should not be overlooked as potential sources of candidates. A formalized recruitment and **selection** process that uses a comprehensive set of sources and tools - centered on up-to-date...

...Objective screening procedures, such as psychological and proficiency tests, are rarely employed. Though neglected, various **selection** tools and techniques are available, including different types of in-depth interviews, application forms, reference...

...examinations, job tryouts, and tests of intelligence, knowledge, personality, attitude, and lifestyle. None of these **selection** tools should be used alone, however, because each collects different information. Generally, the more tools...

...a successful sales manager.

Training. Compounding the problem of using few recruitment sources and poor **selection** criteria for promotion **decisions** is the inadequacy of sales management training programs. Various studies indicate that more than half...times in using objective and quantifiable evaluation criteria that are commonplace in other employment and **selection** areas.

In an age of dramatic increases of information technology, multiculturalism; and frequent lawsuits by...

...applicants, it seems risky for companies not to employ more of the objective sales management **selection**, training, and evaluation tools available to them. Without objective criteria, companies may soon find that  
...

...3 (1984): 43-52.

D.B. Guest and H.J. Meric, "The Fortune 500 Companies' Selection Criteria for Promotion to First-Level Sales Management: An Empirical Study," Journal of Personal Selling...87.

R. Nelson, "Maybe It's Time to Take Another Look at Tests as a Selection Tool?" Journal of Personal Selling & Sales Management, August 1987, pp. 33-38.

L.J. Peter...

17/3,K/143 (Item 9 from file: 148) Links

Gale Group Trade & Industry DB

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10238882 **Supplier Number:** 20644208 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Striking the balance. (product design at Ohaus Corp)**

Appliance , v55 , n4 , p72(1)

April , 1998

ISSN: 0003-6781

**Language:** English

**Record Type:** Fulltext

**Word Count:** 835 **Line Count:** 00071

...obvious end-user problems. Roche Harkins Design provided an objective, outsider's analysis of our customers' needs and the expertise to turn problems into opportunities for product differentiation, through appropriate product design solutions."

#### Full Of Choices

In purchasing a balance from the Voyager and Explorer line, customers make an initial choice between an analytical (high-resolution) balance and a precision (higher capacity) one. Transducers of different capacities are available within each category. Customers then choose either the Voyager display/control module, which supports a wide range of applications, operating modes, and advanced procedures, or the Explorer module, which offers fewer user-selectable options and lower cost. Should the end-user's needs change, the Explorer display can be...

17/3,K/144 (Item 10 from file: 148) Links

Gale Group Trade & Industry DB

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10212497 **Supplier Number:** 20574986 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Six winning strategies for Web selling.(Focus: Internet Retailing)**

Crawford, Frederick A.

Chain Store Age Executive with Shopping Center Age , v74 , n5 , pS1(4)

May , 1998

ISSN: 0193-1199

Language: English

Record Type: Fulltext

Word Count: 1563 Line Count: 00128

...consumers. And shoppers are using the Internet as a primary tool to aid their purchasing **decisions**.

Two-thirds of consumers with online access research products on the Internet before buying them...

...channels, according to E&Y's survey; 90% say the exercise is valuable to purchasing **decisions**.

Leading Web sellers are enhancing the research function for consumers. They convey information quickly and...

...shopper visits only five sites on a regular basis, according to E&Y's Internet **survey**. Moreover, Web **buyers** have a dim view of site organization, according to the survey, ranking it below security...

...comparison shopping in terms of overall satisfaction.

Successful sellers use search functions to narrow product **choices**. Sears' Craftsman site (www.sears.com/craftsman) offers an impressive combination of knowledge and intuition with a vast **catalog** of tools arranged by **category** and keyword.

Finding a site should be simple as well. Leading sellers link with search...

...good Web site should function logically and in concert with typical Web visitors' behaviors in **order** to reduce navigation frustration.

### 3. Interaction

The Internet can provide a meaningful, unfiltered exchange with...

17/3,K/145 (Item 11 from file: 148) **Links**

Gale Group Trade & Industry DB

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10159770 **Supplier Number: 20080779 (USE FORMAT 7 OR 9 FOR FULL TEXT)**

**Crown Shop owners reduce the pace for a while.(Into the 21st Century: The Millenium Retailers)**

Gifts & Decorative Accessories , v98 , n12 , p44(3)

Dec , 1997

ISSN: 0016-9889

Language: English

Record Type: Fulltext; Abstract

Word Count: 827 Line Count: 00066

...explains, "but we decided maybe it was because we didn't have enough product to **choose** from. Since we expanded, it's been a huge **category**."

EACH STORE DIFFERENT

The strip center store offers toys, bibs, rattles, Madame Alexander dolls, the Muffy VanderBear Collection, and silver and crystal baby gifts. When Maryjim tried a similar **display** at the smaller 5,000-sq.-ft. mall store, nothing moved. So they re-merchandised...

...many of the items with the regular plush toys, and they started selling. "It's **interesting** how different the **customers** are at each location. You just can't merchandise products in the same way at...

...Maryjim tried imitating the strip center store's success with bridal at her mall Crown **Shop** with less-than-overwhelming results. "People who **shop** the strip center store have a much higher income. They entertain often and come to...

...a more accurate reflection of the strip center store. "I have no regrets about the **decision**," says Ramsey. "The business is much more cohesive now, and the entire operation just runs..."

17/3,K/146 (Item 12 from file: 148) **Links**

Gale Group Trade & Industry DB

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09915241 **Supplier Number:** 19872653 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**EC changes the race of industrial distribution. (electronic commerce)(Managing Distribution Technology)**

Judge, Dan; Gibbons, Pat

Industrial Distribution , v86 , n6 , pT8(2)

June , 1997

ISSN: 0019-8153

**Language:** English

**Record Type:** Fulltext; Abstract

**Word Count:** 1294 **Line Count:** 00106

...used data-packed printed catalogs to provide their customers with information needed to make buying **decisions**. Savvy distributors mastered this technique by providing information in a consistent, easy-to-locate format...

...today in the technology that makes customized marketing possible."

Century will be producing customer-specific **catalogs** using Howard W. Sams & Company's Datahost **relational** database management system. Century stocks over 60,000 line items and has annual sales in excess of \$ 62,000,000. The company specializes in tools, fasteners, safety and **shop** supplies. Century positions itself as a one stop **shop** for **customers'** industrial **needs**, and

offers expertise in product application solutions and transaction /process improvements.

"Century has worked with Howard W. Sams on previous print catalogs, so we are familiar with the quality of their work. That experience, along with our...

...to support the marketing efforts of I.D. ONE, is what led us to our decision to go with Datahost," said Pearson. "We are looking forward to working with Century, and...

17/3,K/147 (Item 13 from file: 148) Links

Gale Group Trade & Industry DB

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09836871 **Supplier Number:** 19621151 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Technology makes concept of category management reality.(1997 CDR State of the Industry Report)(Industry Overview)**

Chain Drug Review , v19 , n8 , p135(1)

April 28 , 1997

**Document Type:** Industry Overview

ISSN: 0164-9914

**Language:** English

**Record Type:** Fulltext

**Word Count:** 694 **Line Count:** 00062

...to implement an array of efficient consumer response initiatives. The drug chain also utilizes Strategic Decisions Inc.'s CATMAN-Do! category management-specific data model as part of the program.

Chain...

...Co.'s Energizer unit implements category management by taking a "best practices" approach with its selected retail partners. It customizes its process to utilize category-specific data acquired through extensive research to produce enhanced business results by delivering consumer value.

While drug chains are a fairly recent addition to Energizer's portfolio of category management partners, the company has identified significant growth opportunities for the battery business in that trade channel. "Total merchandising is the key tactical driver for the battery category," says Joe Bryan, director of category management at Energizer. "Drug store shoppers and battery consumers possess similar demographic profiles, which presents the opportunity to convert many shoppers who normally fulfill their battery needs in other trade channels to buyers within the drug channel."

Category management's most important role in chain drug stores may be in hot merchandise segments...



17/3,K/148 (Item 14 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
(c)2007 The Gale Group. All rights reserved.  
09833265 **Supplier Number:** 19131022 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Propelling your database. (database marketing)**

White, Tony  
Catalog Age , v14 , n1 , p57(5)  
Jan , 1997  
ISSN: 0740-3119  
**Language:** English  
**Record Type:** Fulltext  
**Word Count:** 2504 **Line Count:** 00203

...the other might want gardening equipment and travel products.

While psychographic research can influence your **choice** of promotions, merchandising and creative, some catalogers even use it to determine which acquisitions and...

...tools of market research

Most of us know that companies such as Claritas, Equifax National **Decision** Systems and The Polk Co. can provide you with critical research. Claritas, for instance, offers...

...create such geopsychographic clusters as Blue Blood Estates and Shot Guns and Pickups. Equifax National **Decision** Systems facilitates market and consumer segmentation with its MicroVision product. The Polk Co., as well...

...director of direct marketing.

Blind mail surveys. Most catalogers, when they bother to research their **customers** at all, simply stick a **questionnaire** in an outgoing package. Such survey information--assuming it even comes back--is by nature...

...a satisfied customer. You're better off mailing questionnaires directly to customers without mentioning the **catalog** by name in **order** to discover what they really think about shopping by mail for items in your product **category**. You may find, for instance, that a lapsed customer stopped buying following a bad experience with an **order-taker**, or ...the cost of shipping and handling. This kind of research tells you immediately why customers **buy**--or don't.

Simmons Market Research Bureau and Mediamark Research Inc. Simmons and MRI conduct...

17/3,K/149 (Item 15 from file: 148) [Links](#)  
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09792893    **Supplier Number:** 19873044 (USE FORMAT 7 OR 9 FOR FULL TEXT )

PR Newswire , p1014MNTU014

**Language:** English

**Word Count: 937    Line Count: 00118**

The matters discussed...

of common stock	(454)	(8,016)
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368 143

(72)

cash and cash equivalents

17/3,K/150 (Item 16 from file: 148) Links

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## Harbinger Corporation's ACQUION Division Announces Partnership with PeopleSoft for Procurement.

Sep 9 , 1997

**Record Type:** Fulltext

**Text:**

...the first PeopleSoft procurement enhancement of its kind, ACQUION, delivers up-to-date, customized electronic **catalogs** to enterprise users, leveraging the extensive **transaction** and workflow functionality of PeopleSoft. Such advancements in procurement are increasingly recognized as an under...

...Global Alliance Program, by creating a joint approach to marketing, ensuring a greater understanding of **clients' needs**.

Users will access robust Maintenance, Repairs and Operation (MRO) **catalog** content via an intuitive Web-based **requisitioning** tool that interfaces with the enterprise system's business processes. These processes include **transaction** management, routing, approval **hierarchies**, and reports for MRO procurement. The MRO **catalog** content is maintained by ACQUION, providing one central, standardized repository of information. The resulting database is easily accessible and enables users to search across multiple catalogs using various **selection** criteria. The enhanced procurement functionality will generate dramatic savings in cost of goods sold, **transactions**, inventory, training, and maintenance of catalog information.

Carl Falk, President of the ACQUION division, explained...

17/3,K/151 (Item 17 from file: 148) **Links**

Gale Group Trade & Industry DB

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09424905 **Supplier Number:** 19270984 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Bookstores galore on the Web. (purchasing books via the World Wide Web)(The Internet Express)(Column)**

Raeder, Aggi

Searcher , v5 , n3 , p56(6)

March , 1997

**Document Type:** Column

ISSN: 1070-4795

**Language:** English

**Record Type:** Fulltext

**Word Count:** 3344 **Line Count:** 00294 .

...at your leisure without distraction, and return again to read new articles, criticisms, and updated **selection** lists. Add to this the booksellers' discounts and rapid delivery and you're hooked. Not...

...finding your book all the time. A Web-based bookseller can offer a massively wide **selection** of everything from Books in Print, with varying delivery times depending on whether the book...Bookshops

<http://www.clbooks.com/>

This small chain, headquartered in Silicon Valley, offers the "best selection of computer and electronics books anywhere." Their searchable database supports online ordering and links to <http://www.vtbooks.com/>

Specializes in technical, scientific, and business books. Accepts e-mail orders, will special order, and will search BIP for you without charge. Offers corporate and government accounts tailored to customer needs.

United Techbook Company  
<http://www.utcbooks.com/utc/>

This Denver bookstore offers cybernauts a database searchable by keyword, author, title, or category. Send orders to [utc@utcbooks.com](mailto:utc@utcbooks.com).

Book Reviews  
Internet Book Information Center  
[http://sunsite.unc.edu/ibic/IBIC\\_homepage.html](http://sunsite.unc.edu/ibic/IBIC_homepage.html)

This electronic newsletter, edited by W. Frederick Zimmerman, promises opinionated guides to current and...

17/3,K/152 (Item 18 from file: 148) Links  
Gale Group Trade & Industry DB  
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09325403 Supplier Number: 19109770 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
H-E-B local drive hits high gear.(H.E. Butt Grocery Co.)

Gattuso, Greg  
Supermarket News , v47 , n6 , p6(2)  
Feb 10 , 1997  
ISSN: 0039-5803  
Language: English  
Record Type: Fulltext; Abstract  
Word Count: 922 Line Count: 00071

...a certain amount of what product they carry in their stores to suit the individual customer's needs," he explained. "Currently, category managers are not in tune with local items on a general knowledge basis," Mabry explained...

...be more involved in the process of identifying local needs and communicating this to the category managers for inclusion in the store mix of products.

"H-E-B serves all neighborhoods, but our product selection is not tailored to the neighborhood to the extent we think is possible," he added.

One way of "localizing" stores to the neighborhood is through endcap displays. One new store, for example, features 44 4-foot endcaps promoting regional items.

The net...

...increase in the number of stockkeeping units found in the store. Mabry said the merchandise **selection** will now be "procurement-driven."

If it sounds unusual to hear these words from an...

17/3,K/153 (Item 19 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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09199481 **Supplier Number:** 18898437 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Luxury the lure in home lines: shoppers long on cash make Short Hills bloom.**(The Mall at Short Hills, near Millburn, New Jersey)

Tosh, Mark

HFN The Weekly Newspaper for the Home Furnishing Network , v70 , n49 , p1(3)

Dec 2 , 1996

**Language:** English

**Record Type:** Fulltext; Abstract

**Word Count:** 1893 **Line Count:** 00148

...Barrel, Pottery Barn, Williams-Sonoma, Bombay -- you end up with such a critical mass of **selection** for the customer that it becomes a desirable place to shop."

Kurt Barnard, president of...

...Thalheimer said Sharper Image stores have been struggling to overcome product delays in some important **categories**, while new products, such as voice-chip and other recording devices, have been selling briskly across a range of price points.

He added, "**Customers** seem to be **interested**; they seem to have money to spend, and they seem to be pleased about the election," he said. "Our home **catalog** has done terrific, especially at the higher price points, with average **orders** running at about \$1,000, which has been really unusual."

These upper-end home furnishings...

17/3,K/154 (Item 20 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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09163335 **Supplier Number:** 18882494 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Category killers stalk home health. (new superstores offer array of goods for aging population)**

Evans, Jack

Drug Store News ; v18 , n19 , p12(4)

Nov 18 , 1996

ISSN: 0191-7587

**Language:** English

**Record Type:** Fulltext

**Word Count:** 2872 **Line Count:** 00238

...today's managed care environment, because as more and more consumers are taking charge of **decisions** regarding both health needs and costs, they don't know where to turn." With 10...Incontinence and Ostomy: Health 'n' Home's Personal Care section is anchored by a complete **selection** of these products, said to number about 1,000 items. At Take Good Care, private...

...car seat.

Med Max has product samples on display throughout the store, starting with a **selection** of new and popular products at the entrance. Acrylic shelf signs are placed throughout the service and **selection**, along with sensitivity to their target audience, which includes the elderly and disabled, as well...

...image that comes to most people's minds is a small, dark shop with limited **choice**, high prices and lots of confusion. We have created an entirely new approach. Our superstore...

...must learn the skills of retail salespeople, who must be able to (1) identify the **customer's needs**, (2) close the sale and (3) satisfy the customer so they will return again to **buy**.

Merchandising: Products must be **displayed** in customer-friendly show-rooms that invite customers to touch and try out products and educate them concerning the personal benefits that result from using these respective products. Product **categories** must be merchandised demographically, placing related and impulse products nearby. At Med Max, the aisle...

17/3,K/155 (Item 21 from file: 148) **Links**

Gale Group Trade & Industry DB

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09065226 **Supplier Number:** 18816767 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Think small.** (New Brunswick Telephone Co.)

Jollymore, Peter G.

Telephony, v231, n10, p26(2)

Sep 2, 1996

ISSN: 0040-2656

**Language:** English

**Record Type:** Fulltext; Abstract

**Word Count:** 1091 **Line Count:** 00092

...simple things: lengthening the company's business hours, providing self service and "always on" feature **options** for customers, and billing

more services based on usage rather than monthly subscription charges.  
The...

...CallMall offers a number of services:

- \* Shopper's Boulevard lets customers bank at home or **shop** from **catalogs** or from merchants in a variety of **categories**.

- \* Personal Mall contains a customized version of Shopper's Boulevard to reflect a specific **customer's** particular tastes and **interests**.

- \* **Catalog Rack** includes a list of dozens of **catalogs** from which customers can **order** electronically.

- \* **News Stand** provides access to weather reports, winning lottery numbers, movie schedules, ski reports...

...other regions throughout Canada is Name That Number, a reverse directory assistance service. Using this **option**, a customer can access directory assistance information with a touch-tone phone. An IVR application...

...name and locality of the inquiry to the caller in his or her language of **choice**. The service uses a standard telco directory assistance database combined with text-to-speech conversion...

...launches are the evolution of electronic doors, making the delivery channel richer, and enhancing customers' **choices** and lifestyles.

Conventional industry wisdom says that small companies will have a difficult time surviving...

17/3,K/156 (Item 22 from file: 148) **Links**

Gale Group Trade & Industry DB

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08823223 **Supplier Number:** 18509589 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The access challenge. (Alcatel Telecom's access product portfolio)(Special Technology Supplement)**

Communications International , v23 , n6 , pS4(5)

June , 1996

ISSN: 0305-2109

**Language:** English

**Record Type:** Fulltext

**Word Count:** 2614 **Line Count:** 00223

...factor is to ensure the supplier has a comprehensive range of solutions available. The final **choice** of system depends on the actual environment and customer preferences: The above diagram illustrates some... with subscriber demands and a highly-competitive marketplace.

Alcatel Telecom has therefore developed a comprehensive **portfolio** of products to enable CATV operators to meet their **customers'** changing **needs**.

A modern CATV distribution network comprises several headends, each serving a distinct service area. While...  
...today is, typically, a multi-level coaxial network, branching off from a headend into a "tree and branch" structure. It serves large clusters of many hundreds of subscribers.

These networks are characterised by a limited number of channels over which all users are offered the same selection of services and being unidirectional, so they have to be upgraded to offer a platform...

...requirements can be attended equally at operators' facilities or at their own by using the option of a local-cross connection when this is cost effective.

PAIR GAIN SYSTEMS

Alcatel has...

17/3,K/157 (Item 23 from file: 148) Links

Gale Group Trade & Industry DB

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08770197 **Supplier Number:** 18338612 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Selecting a sales staff: are you up to the challenge?(Practice Management Forum)**

Jackson, Robert A.

Accounting Today, v10, n9, p22(3)

May 20, 1996

ISSN: 1044-5714

**Language:** English

**Record Type:** Fulltext

**Word Count:** 1118 **Line Count:** 00094

...retaining the right salespeople.

Hiring the right person

This is your firm's most important decision. Top sales performers behave in specific ways that contribute to their sales success. You should...

...find qualified candidates on your current staff. Contact professional and personal networks, and share your needs with current clients. Investigate the reach of classified advertising in accounting and sales publications. Consider professional search firms -- although expensive, they can reduce the time and effort you devote to a search.

Set up a selection team that can balance the process of interviewing with "selling the sizzle" of membership in your firm. Choose two to four people to conduct interviews. Your hiring team should agree on what to...

...people.

Be prepared to sell the benefits of working for your firm, or risk



losing **choice** candidates through a perceived lack of enthusiasm.

Managing the right person

A true sales manager...

...whom you meet, and how far along your prospective client is in his or her **decision**-making process.

Training the right person

Superb training breeds sales success. Such training should cover...

**Descriptors:**

...Employee **selection**--...

...**Selection**; appointment, resignation, etc.

17/3,K/158 (Item 24 from file: 148) **Links**

Gale Group Trade & Industry DB

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08667450 **Supplier Number:** 17765066 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**In the bag. (firms addressing the complex attitudes of shoppers)(Marketing Technique: Marketing Research)**

Litherland, Sue

Marketing , p43(2)

Sep 14 , 1995

ISSN: 0025-3650

**Language:** English

**Record Type:** Fulltext; Abstract

**Word Count:** 1226 **Line Count:** 00096

...20 found that boys receive little instruction through the media on how to dress or **shop** and as a result they are "totally blinkered, and seek endorsement with their peers by...

...they go shopping". In the new concept, Dolcis has segregated female and male shoes into **displays** focusing on the functionality of shoes for the boys and on fashion over practicality for...

...girls.

Like Dolcis, retailers and manufacturers seeking a competitive edge are increasingly researching the emotional **needs** of their **customers**. Where food is concerned, these are linked to whether the purchase is for the buyer...

...chief executive of Cambridge Market Research.

Shopping, he says, can be broadly divided into three **categories** : **selected** purchases that tickle the fancy, solution purchases that answer anticipated **needs**, and replacement shopping.

"If **customers** are buying food for themselves to be eaten instantly they are open to fancy names...

...to the appetite. But if it is to be used later for the family, the **decision** is more rational, price bears a greater influence and the communication of ordinary wholesome values...

...the shopping trolley with regards to what will be bought to go with it."

Increasingly, **decisions** are being made at the point of purchase and to get at that moment of **decision** the National Opinion Poll Research Group is using surveillance cameras in supermarkets, garage forecourts, newsagents...

...and why," he says.

NOP found, for example, that who you shop with can influence **decisions**. Kids become bored and disruptive when parents are shopping for a fridge and as they...

17/3,K/159 (Item 25 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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08538773 **Supplier Number:** 18063111 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Debunking the myths of category management.(Cover Story)**

Larkin, John; Torrence, Monika

Drug Store News , v18 , n4 , p43(3)

March 4 , 1996

**Document Type:** Cover Story

ISSN: 0191-7587

**Language:** English

**Record Type:** Fulltext

**Word Count:** 2006 **Line Count:** 00171

...hiking and backpacking in the area; so outdoor activities aren't a solid foundation.

One **option** that makes sense: create a contest offering a free trip to Atlanta and an Olympic...

...to see the entire playing field).

This simple analysis is the basis of sound strategic **decision** -making. And the analysis is the result of several segmentation runs that are quickly and...

...batteries with a full complement of promotional activities including advertising, public relations, point-of-purchase **displays** and retail promotions.

Duracell is also on the leading edge virtually all battery **category** management initiatives. Duracell works through consumer-focused partnerships with trade customers, approaching **category** management as an ongoing process designed to best align

Duracell resources and services to meet the specific **needs** of its **customers**.

Increasing battery demand applying consumer-focused strategies is the first prong of Duracell's two-pronged approach to managing the **category**. The second prong centers on supply-side efficiencies. To develop consumer-focused strategies, the company closely examines how and where consumers **shop** the battery **category**, integrates this information with consumer insights, market intelligence, technology and analysis, and tailors a solution...

17/3,K/160 (Item 26 from file: 148) **Links**

Gale Group Trade & Industry DB

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08318208 **Supplier Number:** 17812394 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**All for one. (IT and management must work together to achieve successful electronic commerce strategies) (includes related article on guidelines for developing a strategic plan and a related case study)(Electronic Commerce) (Industry Trend or Event)**

Leeman, Michael E.; Sevcik, Peter J.

CommunicationsWeek , n585 , p39(3)

Nov 20 , 1995

ISSN: 0746-8121

**Language:** English

**Record Type:** Fulltext; Abstract

**Word Count:** 3559 **Line Count:** 00303

...that includes detailed prospect profiles--including applications, techniques, competitive products, pricing and the names of **decision** makers.

In addition, Millipore's Smmarts system incorporates automatic record tracking of sales calls, meetings...a no-brainer for companies with very broad, information-intensive product lines sold historically through **catalogs**. Once the enterprise reformats print **catalogs** into **relational** databases, it can deliver product information over networks, CD-ROM, disks and other electronic media...

...and update it in real time, as well as customize it to reflect the **unique needs** and requirements of each **customer**.

Even if a business **chooses** to continue to use printed materials, as most will, the costs associated with unused, out-of-date **catalogs** and other collateral are sharply reduced because of the ease and speed of revision. Call...

...develops an EC mindset. Business managers and executives generally assume that the IT organization makes **decisions** that support the business strategy.

In practice, this is not always easy. In the case...

...This is a big cultural change. The old planning model worked reasonably well when the **decisions** only affected internal systems. If the IT systems were slow, late, inefficient or crashed, humans...in support of the dialog and all aspects of the scenario. There are many interface **choices**. Among them are toll-free 800 support, call centers, CD-ROMs, file-transfer protocol, electronic...placed a premium on marketing-related information technology--in field automation, relational product databases, multimedia, **decision-making** software and use of the Internet for marketing.

Marketing groups around the divisionalized, market...

17/3,K/161 (Item 27 from file: 148) Links  
Gale Group Trade & Industry DB  
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08147179 **Supplier Number: 17353143 (USE FORMAT 7 OR 9 FOR FULL TEXT)**  
**Accessories keep the bath from draining.**

Brookman, Faye  
WWD, v170, n43, p7(1)  
Sep 1, 1995  
ISSN: 0149-5380  
**Language: English**  
**Record Type: Fulltext; Abstract**  
**Word Count: 969 Line Count: 00079**

...winnowing the number of gel-and-lotion vendors they stock in favor of extending the **selection** of sponges, mitts and brushes.

The early success of the bath category in the early...

...a me-too."

What makes Body Image unusual, Nitzkin said, is that consumers can easily **select** a bath product and match it to an application item, like a sponge. One buyer...

...typical offerings.

"We have to go in this direction to survive in bath, especially against **category** killers like Bath and Body Works," she said.

Body Image will be available in a knotty-pine end-aisle **display**, as well as on the shelves. The pricing ranges from a 2-oz. trial size...

...lotion for \$1.49 to a multiproduct sauna gift bucket for 19.99.

Nitzkin believes **buyers** are taking a keen **interest** in the bath **category** because it offers them a chance to do something innovative and put their trademark on...

...everyone will have the same fragrances and same cosmetics," he said.

"But bath is a **category** where there is some ego. Buyers can put their signature on a bath department. It...

17/3,K/162 (Item 28 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
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07914424 **Supplier Number:** 16934479 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Divorcing order-taking from selling? (beverage sales)**

McSparran, Kent  
Beverage World , v114 , n1591 , p152(1)  
May , 1995  
ISSN: 0098-2318  
**Language:** ENGLISH  
**Record Type:** FULLTEXT; ABSTRACT  
**Word Count:** 853 **Line Count:** 00072

...the orders for the account. Should we call it selling or ordertaking?  
Regardless of your choice, how should these distinctly different  
activities be assigned and compensated?  
Determining requisite skill sets  
Most...

...accounts need a skilled salesperson as opposed to an order-taker. Many  
accounts have no decision-maker on site, so salespeople have little  
opportunity to sell new products or merchandising concepts...

...in a number of ways, including electronically or over the telephone. In  
addition, well-defined decision-support tools need to be developed  
for order-taking to minimize the experience and skills...

...merchandising concepts must provide ways to increase the gross-profit  
contribution of the entire beverage category, not solely the  
salespersons' brands. These concepts include seasonal brand promotions and  
in-store displays, locating product with compatible co-brands and  
creative thematic point-of-sale material.

The challenge is not in making all order-takers into  
salespeople. The challenge is to successfully align company resources with  
the real needs of the customer base. These resources must be  
invested proportionately with the profit potential of each account. Invest  
....

17/3,K/163 (Item 29 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
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07886082 **Supplier Number:** 16926505 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Using interactive multimedia for bank marketing and sales. (includes related articles)**

Perez, David  
Bank Marketing , v27 , n5 , p68(5)

May, 1995

ISSN: 0888-3149

Language: ENGLISH

Record Type: FULLTEXT; ABSTRACT

Word Count: 3020 · Line Count: 00252

...text, data, high-resolution graphics and audio. Video and three-dimensional animation are also feasible **options** with this format.

Because of the differences in the amount of information each system can...

...to direct marketing surveys and requests for information open up all kinds of database building **options** and highly focused target marketing strategies.

It is important to note that when devising a...number of ways to deliver the information on the mutual funds for example.

Kiosks can **display** product listings. The name of each mutual fund, for example, is listed with the **option** of reading more detailed information about investment objectives, investor profile, track record and **portfolio**.

Also, customers can create their own investor profile using an interactive information kiosk. **Customers** can complete an investor **survey** that will help them **rank** their profile and risk tolerance. The program will deliver a recommended investment mix of funds ...

...bank's investment officer for further information. The computer may be set up to conduct **transactions** allowing the customer to transfer funds from existing accounts into the appropriate mutual fund accounts...

...such as historical rates of return for various investments.

2. A detailed description of investment **options** offered by the institution.

3. An investor profile containing as many as 15 inputs to...loan products. And calculations can be made on screen to show different growth or payment **options**. The system features a built-in "sell" button to allow bankers to close a sale...

...is carried over multiple frequencies. Interactive television will allow consumers to select from different menu **options** on their television screens.

CD-ROM: A compact disc with read-only memory, which means...

...for all the documents and files stored on a WAIS database, which can include a **selection** of materials on a specific topics.

World Wide Web: The Internet's popular interlinked library...

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07875970 **Supplier Number:** 16838095 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Magazine distributors widening role.**

Veiders, Christina

Supermarket News , v45 , n20 , p54(1)

May 15 , 1995

ISSN: 0039-5803

**Language:** ENGLISH

**Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 558 **Line Count:** 00058

...Pacific Periodical offers a turnkey publications operation from planning and installation of fixtures to product **selection** and merchandising."

Another periodicals supplier, Gemco, in Tuscaloosa, Ala., has developed a secure return system...

...end."

Within a retail environment ever more technologically driven, Truebenbach views the magazine and book **category** as having "strategic benefits that are nonfinancial.

"Magazines help present an image to customers that the store is an exciting place to **shop**. Magazines cater to a huge variety of **customer interests**. The **category** lends itself to cross-merchandising, value-added marketing programs, creation of exciting **displays**, demographic marketing, and tie-ins to local events and point-of-sale programs that are...

17/3,K/165 (Item 31 from file: 148) **Links**

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07869866 **Supplier Number:** 16891437 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**GTE mainStreet puts Daniels onto info highway. (interactive service; Daniels Cablevision Inc.)**

Wells, Ken R.

San Diego Business Journal , v16 , n15 , p25(1)

April 10 , 1995

ISSN: 8750-6890

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 1267 **Line Count:** 00103

...control unit and television converter allows subscribers to access the

service.

A customer inputs a **request**, ranging from ordering merchandise to getting current stock quotes. Merchandise **orders** usually are fulfilled within 48 hours, while information **requests** are fulfilled within seconds by sending the information to the customer's television set through cable.

The 90 services available are divided into nine **categories**:

- \* Shopping - Customers can **shop** electronically at dozens of **catalog** stores for such things as electronic merchandise, flowers, books and food. When **customers** see something they are **interested** in, they push a button on their remote control and a photo and description of the product, along with instructions for ordering, are **displayed** on the television screen.

- \* Games - Trivia, sports, card games, board games and classic television game shows are available.

- \* Money - Among the **options** available are Wall Street Plus, Comtex, instant stock quotes, money management programs and an electronic

...

17/3,K/166 (Item 32 from file: 148) [Links](#)

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07752383 **Supplier Number:** 16654029 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Better way to sell cels; client/server system aids Warner Bros.(production cels; Warner Bros. Studio Stores)**

Chain Store Age Executive with Shopping Center Age , v71 , n3 , p158(2)

March , 1995

ISSN: 0193-1199

**Language:** ENGLISH

**Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 926 **Line Count:** 00068

**Abstract:** ...Store customers can view animation cels on a touch-screen monitor and make their purchase **decision** from availability information provided. Store executives say their employees are much more productive and the...

...to phone customers who had inadvertently purchased an already-sold cel and explain that their **selection** was no longer available.

IBM custom-designed the CelSearch solution for Warner Bros. based on

...

...so large, retrieving them from a central server over phone lines was never a serious **option**, Wong says. Nonetheless, each PC is connected via modem to a cluster of three IBM...

...sold through the CelSearch system, Wong says. Some cels are sold by actually being physically **displayed** in a store. The number of cels a store puts on wall-**display** directly correlates to the **level** of **interest** of its **customer** base.



Cels sold on store walls are available through the host store only, and are...

...shown on the CelSearch system, Wong says. "CelSearch is what enables us to offer a **selection** far beyond what we could offer through wall-**display** alone."

She says future plans call for linking the CelSearch system to the chain's...

17/3,K/167 (Item 33 from file: 148) **Links**  
Gale Group Trade & Industry DB  
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07607818 **Supplier Number: 16536756 (USE FORMAT 7 OR 9 FOR FULL TEXT)**  
**Factors converge to bolster sales of home test kits.**

Chain Drug Review , v17 , n1 , p48(2)  
Dec 5 , 1994  
ISSN: 0164-9914  
**Language: ENGLISH**  
**Record Type: FULLTEXT**  
**Word Count: 1143 Line Count: 00091**

...that are considerably larger than those of the past -- many of which include hands-on **displays** that generate **interest** from **customers** who may be more likely to purchase such equipment if they can see and feel programs on diabetes.

Finally, pharmacists are playing a pivotal role in the **category**. With federal and state regulations calling for more counseling, pharmacists are helping patients **choose** from the vast array of different monitors. "No one meter is suitable for all diabetics, and pharmacists are in a unique position to help customers make the right buying **decisions**," says Matoske.

17/3,K/168 (Item 34 from file: 148) **Links**  
Gale Group Trade & Industry DB  
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07605579 **Supplier Number: 15911168 (USE FORMAT 7 OR 9 FOR FULL TEXT)**  
**Retailers awaken to comfort sleep. (convoluted foam mattress pads and pillows)**

Coady, Cliff  
HFD-The Weekly Home Furnishings Newspaper , v68 , n48 , p29(2)  
Nov 28 , 1994  
ISSN: 0746-7885  
**Language: ENGLISH**  
**Record Type: FULLTEXT; ABSTRACT**  
**Word Count: 2284 Line Count: 00186**

...such as Louisville Bedding and Pillowtex, have expanded their assortments to allow retailers more merchandising **options**. One vendor even said foam pillows and mattress cushions have earned a place alongside synthetic...Pillowtex, are merchandised into two price points, which allows customers to view a breadth of **selection** and an array of features and benefits.

Because South Florida has a large population of...

...to use a computer monitor to show how foam pads distribute pressure.

Padding Sales

CONCEPT SHOPS

\* Advantages: Allows the customer to sell all available products in a category that is still considered an enigma to some consumers. If consumers are given access to signage, information **booklets** and knowledgeable sales people, they will be better understand product benefits. Concept **shops**--because of their assortments-- have a bigger impact on the selling floor.

\* Disadvantages: Consumers shopping for down or synthetic pillows may miss the **category** altogether. Some might be intimidated or feel they can summarily dismiss a concept **shop** only for comfort sleep products.

INTEGRATING PRODUCTS

\* Advantages: Even **customers** who have no **interest** in, or are unfamiliar, with the **category** cannot help but gain some exposure to products. Can help impulse sales.

\* Disadvantages: Fails to...

...on consumers. Also, minimal space does not allow retailers to fully address the highly technical **category**.

\* Space Allotments: The minimal allotment for comfort sleep products ranges from 15 square feet to...

17/3,K/169 (Item 35 from file: 148) [Links](#)

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07562374 **Supplier Number:** 15845451 (USE FORMAT 7 OR 9 FOR FULL TEXT )

'Tis the selling season. (sidelines)

Clark, Cynthia

Publishers Weekly, v241, n43, p25(1)

Oct 24, 1994

ISSN: 0000-0019

Language: ENGLISH

Record Type: FULLTEXT; ABSTRACT

Word Count: 1035 Line Count: 00080

...Mansfield, Ohio, for example, the holiday season becomes party season. In addition to an extensive **selection** of boxed holiday cards, calendars (more than 400 titles) and seasonal music tapes (Andy Williams...

...Sidelines" held at the recent Great Lakes Booksellers Association show, continues to fine-tune her **selection**, noting that "the core of our business seems to be sidelines. It's one way...

...t find at Toys R Us," Anderson added.

At holiday time the store arranges bigger **displays** and increased cross-merchandising, and stocks lots of calendars (800 titles this year) plus individual...

...as boxed Christmas cards. During this time, the biggest challenge is "to keep the store **interesting** and pleasing to the **customer's** eye." Toys are the seasons bestsellers, Anderson noted, adding that "the holidays bring out the best in that **category**." Year-to-date sales have shown "nice growth against '93. We're looking forward to a good Christmas season, and we **bought** accordingly."

The venerable British Waterstone's Booksellers, whose Boston store is marking its third year...

17/3,K/170 (Item 36 from file: 148) **Links**

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07265789 **Supplier Number:** 15475381 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**10 elements catalogers should test. (The How-tos of Testing)**

Schmid, Jack

Target Marketing , v17 , n5 , p14(3)

May , 1994

ISSN: 0889-5333

**Language:** ENGLISH

**Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 1995 **Line Count:** 00150

**Abstract:** ...can be measured by ascertaining if it paid for itself or beat the no-offer **option**. The other seven factors that need to be tested are timing, formats, covers and wraps...

...is a direct comparison of sales per catalog by special message or no message.

10 **Order Forms**. This is one of the few catalog segments that can be easily and inexpensively changed or modified for testing. **Order forms** can be used to test offers, special price or discount concepts, sale of remainder merchandise or even personalization.

Measuring Results is fairly straight forward comparing sales per **catalog** on each test segment.

When to Test?

Every edition of one's **catalog** should include some testing.

Merchandise testing is the most common and should be done continuously...

...of "building on your winners" must be part of the planned product testing for each **catalog**. Testing and measuring results by item, product **category** and by amount of space used will consistently produce a stronger product line.

Testing of outside (prospect lists) should be limited to the best (prime) season. Unless your **catalog** has no seasonality, I prefer not to prospect test in the off or less-productive season. House list testing, especially of older, inactive **buyers** and inquiries, **needs** to be done throughout the year. Offers and covers/wraps in most cases will be

...lot more complex. I subscribe to the idea that with outside lists, the tighter the **selection**, the better. For example, don't just test mail order buyers, but test last three...

17/3,K/171 (Item 37 from file: 148) **Links**  
Gale Group Trade & Industry DB  
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07217120 **Supplier Number:** 14794520 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Learning from the competition. (accounting firm management)**

Linn, Tammy A.  
Journal of Accountancy, 177, n2, 43(4)  
Feb, 1994  
ISSN: 0021-8448  
**Language:** ENGLISH  
**Record Type:** FULLTEXT; ABSTRACT  
**Word Count:** 1586 **Line Count:** 00135

...be asked in person, but if that's not possible, a telephone interview is another **option**.

The exhibit on page 45 offers a long series of questions to be asked when...

...data can be uncovered in

- \* Existing client files (competitors' old proposals, reports, letters, brochures, invoices).
  - \* **Publications** and documents in the firm's library.
  - \* **Client** satisfaction **survey** results.
- External information. The best ways to gain valuable competitive information are to
- \* Interview clients, referral sources and vendors.
  - \* Review public information, such as **requests** for proposals for public work (state, county, city and town), seminars sponsored by competitors, local newspapers (**classified** ads, business briefs, editorials, etc.), trade **publications**, directories and journals (ads and articles), city directories, yellow pages and state CPA society and...

Empirical Comparison of Direct Questioning, Scenario, and Randomized Response Methods for Obtaining Sensitive Business Information," **Decision Sciences**, November/December 1991.

\* "Making Competitive Intelligence Relevant to the User," **Planning Review**, May/June...

17/3,K/172 (Item 38 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
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06710634 **Supplier Number: 14350659 (USE FORMAT 7 OR 9 FOR FULL TEXT )**  
**Lechmere's beauty secrets. (Lechmere Inc.) (Company Profile)**

Purpura, Linda  
HFD-The Weekly Home Furnishings Newspaper , v67 , n35 , p58(2)  
August 30 , 1993  
**Document Type: Company Profile**  
ISSN: 0746-7885  
**Language: ENGLISH**  
**Record Type: FULLTEXT; ABSTRACT**  
**Word Count: 1068 Line Count: 00084**

**Abstract:** ...promoted throughout the year rather than seasonally, and a weekly, full-color circular advertizes the **category**. The **display** fixtures are electrified so that customers can test the products before they **buy**. Lechmere's buyers play an important part in ensuring that the product **selection** stays up to date and meets **customers' needs**.

...take risks," London said, adding that neither has to come to him to make product **decisions**.

"We view ourselves as customer advocates," London said. "Our job is to see what's..."

17/3,K/173 (Item 39 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
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06707671 **Supplier Number: 13205865 (USE FORMAT 7 OR 9 FOR FULL TEXT )**  
**Sunglass sales on the rise; chains' strategic focus varies. (drugstores) (General Merchandise)**

Drug Store News , v15 , n13 , p75(1)  
July 05 , 1993  
ISSN: 0191-7587  
**Language: ENGLISH**  
**Record Type: FULLTEXT**  
**Word Count: 470 Line Count: 00037**

...brand identification and we have placed two barrels at the front of the stores."

The **display's** more upscale look increased sales by about 40 percent and average retails were also...

...other retailers have experienced. A buyer at another chain reports that upscaling his chain's **selection** proved unsuccessful. Sales dropped off as price-sensitive consumers turned to roadside vendors and flea markets for their sunglass **needs**, the **buyer** said. The chain has shifted back to its previous **display** and regularly sells glasses at 50 percent off, which still offers good margins and has boosted sales.

"To make sunglasses profitable, retailers need to force a focus on the **category** and take a look at their **displays** to see if it is the image they want to project," according to one manufacturer...

17/3,K/174 (Item 40 from file: 148) Links

Gale Group Trade & Industry DB

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06678136 **Supplier Number:** 14096124 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Fitting in; electronics/appliance, department store chains make room for exercise equipment.**

Purpura, Linda

HFD-The Weekly Home Furnishings Newspaper, v67, n29, p10(3)

July 19, 1993

ISSN: 0746-7885

**Language:** ENGLISH

**Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 1984 **Line Count:** 00159

...has been strong customer interest in offering fitness products.

"Although we've not made any **decisions** yet, electronic home exercise equipment is something that our [customers] have asked us for and ...

...exercise equipment last year when it began searching for a category of merchandise it could **display** on its floors with the opposite seasonality to air conditioners. Tops' air conditioning **displays** take up 2,500 to 3,000 square feet in each store.

Phil Schoonover, senior vice president and general merchandise manager of Tops, said it also wanted to find a **category** of merchandise that would appeal to its current customer base.

Tops said it attracts a broad group of consumers, many of whom are well-educated and **buy** upscale merchandise. **Interestingly** enough, the **customer** profile of the purchaser of home exercise equipment is often a well-educated consumer who...

...for quality products.

Given the trend toward health in America and informercial support

behind the **category**, Tops executives began studying the business and decided to give it a try.

At the...

17/3,K/175 (Item 41 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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06671999 **Supplier Number:** 14161990 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Bear survival: it's not too early to prepare, whether or not a downturn is imminent. (preparing for probable downturn in stock market) (1993 Money Guide) (Cover Story)**

Eagan, Jack; Kaye, Steven D.

U.S. News & World Report , v115 , n6 , p60(6)

August 9 , 1993

**Document Type:** Cover Story

ISSN: 0041-5537

**Language:** ENGLISH

**Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 2411 **Line Count:** 00201

...Whichever way a recalcitrant Congress comes down on the president's deficit-reduction bill, the **outcome** could be bad for investors. Many analysts doubt the wisdom of hiking taxes and slicing...bonds, like foreign stocks, minimize some of the domestic risks. Chen has invested half her **clients'** bond **portfolios** overseas, where **interest** rates are higher and have started moving down. Long-term government bonds in Spain, for...

...percent now. The no-load Scudder International Bond Fund (800-225-2470) has been the **category's** best performer over the past three years with an 18.2 percent average annual...

...good performer has been the Putnam Global Governmental Income Fund (800-225-1581), which can **buy** bonds all over the world, including the United States. It has returned 13.4 percent...

17/3,K/176 (Item 42 from file: 148) [Links](#)

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06512228 **Supplier Number:** 14648454 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**The engine of success in retailing.**

Aufreiter, Nora; Karch, Nancy; Shi, Christina Smith

McKinsey Quarterly , n3 , p101(16)

Summer , 1993

ISSN: 0047-5394

Language: ENGLISH  
Record Type: FULLTEXT; ABSTRACT  
Word Count: 4710 Line Count: 00383

...more specific terms, they have:

- \* Simplified the merchandising process wherever possible by making the tough **choices** needed to reduce strategic complexity;
- \* Focused it on assortment performance; and
- \* Managed it in an...

...their operations growing more complex. One reason for this is the large number of individual **decision** makers (buyers, distributors, and store personnel) who have a significant effect on strategy and execution...

...selecting, buying, and delivering each product. The predictable result: buyers have to make too many **decisions** for too many different types of store on too little information.

Managers often underestimate the...

...cost of offering all those SKUs when less than half that number would provide a **selection** adequate for most customers' needs.

The best merchandising organizations simplify their product complexity while offering enough of a **selection** to satisfy their target customers. The Gap and The Limited, for instance, have chosen to...

...no one answer to the question of strategic simplification. The key is to make a **choice** and stick with it -- even when the tradeoffs it involves entail forgoing incremental revenue. One high-performing department store, for example, bases key merchandising **decisions** on a set of simplifying rules such as "no markups greater than 50 percent" and ...support its merchandising performance by making additional investments in systems, communications, and executive travel in **order** to coordinate its widespread store network.

Similarly, Home Depot, another geographically-dispersed retailer, maintains market...

...up enough scale in each one to justify regional buying offices dedicated to the specific **needs** of local **customers**.

Standardization

During the 1980s, retailers experimented with many new wrinkles in individual departments, as well...

...store size and layout. Such diversity made managing the business -- from buying to allocating to **displaying** -- a more complex and, thus, more costly activity. This was particularly true for multi-**category** retailers like department stores, which may have up to a tenfold variation in store size. Even specialty stores often have a threefold variation. Imagine the poor buyer trying to **select** a single assortment for a 40,000 and a 400,000 square foot store -- and...area bring a cross-functional issue to the attention of their boss, who makes a **decision** and communicates it to the head of another function, who then relays the **decision** down to his or her staff. As one senior



executive told us, "I wish I...

...seasonal and time-sensitive elements of their assortments.

TABULAR DATA OMITTED

Rapid horizontal communication helps **decision** makers at all levels make good merchandising **decisions** faster than competitors. One well-known specialty chain creates its seasonal assortments in only three...

...highly motivated to achieve clear performance objectives. Sometimes this comes through the use of stock **options** and significant bonuses, not only for senior managers but for other exempt and, in some...

17/3,K/177 (Item 43 from file: 148) Links

Gale Group Trade & Industry DB

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06512203 **Supplier Number:** 14651591 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**How to cover a gift show.**

Gifts & Decorative Accessories , v94 , nDIRECT , p10(3)

Annual , 1993

ISSN: 0016-9889

**Language:** ENGLISH

**Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 2109 **Line Count:** 00161

...next selling season, subtract what you have in stock, and you have an open-to-buy figure in the various **categories**. Assess your inventory, analyze past sales records that point up proven best-sellers, poor performers and make a sales forecast. Also, determine your **needs**. Check **customer** want lists, new items in trade magazines, direct mail, vendor **catalogs** and items that are successful at other stores to give you insight into merchandise that...

...shows. While remaining flexible, preplan the budget as specifically as possible. Allocate dollars for generic **categories** and departments, seasonal goods and specialty goods, price points, resources. However, budgets are not written in stone, and sometimes need to be stretched for show specials, for hot items, **display** or promotional aids. "I always **buy** something off budget -- one year, a mechanized hound dog, another year a 4-ft. high...

...the time. Some retailers use some form of luggage carrier to hold their paraphernalia. Other **options** might include a small cassette recorder on which to dictate comments.

Four to five days...allowances. Clarify shipping and delivery services, immediate as well as dated delivery, with the firm **option** to cancel if deliveries are late.

Building a Relationship

Buyer and exhibitor attitudes and actions...

17/3,K/178 (Item 44 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
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06213124 **Supplier Number:** 13799907 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**New hiking boots steal Expo West show. (Sports Alternatives)**

STN , v16 , n8 , p45(2)  
Oct , 1992  
ISSN: 1061-4524  
**Language:** ENGLISH  
**Record Type:** FULLTEXT; ABSTRACT  
**Word Count:** 829 **Line Count:** 00068

More than two dozen large and small exhibitors from Adidas USA to Wolverine Boots & Shoes displayed their latest offerings in rugged footwear. The overall selection was stylish and well-crafted, and one that is sure to provide retailers with enough designs and price points to meet the needs of all customers--including women and children.

Along with the sheer number of footwear exhibitors and the staggering scope of their introductions (more than 100 new models), the most striking aspect was the category's growing connection to the skin industry. An increasing number of well-known winter sports...  
...s Routes collection offers nylon-and-suede uppers and the Asoflex support system with a choice of the company's new polyurethane cushioning system or traditional EVA midsole (\$80-\$99).

\* KOFLACH presented perhaps the largest new selection of all, offering 21 additions for 1993 that range from heavy-duty climbing/touring boots...

17/3,K/179 (Item 45 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
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06174100 **Supplier Number:** 12907675 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Database done right. (database marketing)(includes related article on specialized software)**

Chevan, Harry  
Catalog Age , v9 , n11 , p109(3)  
Nov , 1992  
ISSN: 0740-3119  
**Language:** ENGLISH  
**Record Type:** FULLTEXT  
**Word Count:** 2247 **Line Count:** 00182

...a mailer to create more customized offerings. "Mailers can develop eight- or 16-page |signature' catalogs that sell only one product line," says Bob Bzezensky, president of database consultancy North American ...

...history and demographics, certain signatures can then be combined and assembled for each customer using selective binding, he says. The mini-specialty books can also be mailed solo, to satisfy specific customer interests.

In preparation for mailing 12 small, specialized catalogs this fall, book cataloger/retailer Waldenbooks segmented its 6.5 million-name database into more than 100 subject categories, according to Marge Amodio, senior manager of the Preferred Reader program. Specialized catalogs work well for Waldenbooks, she says, because the cataloger has many readers who are interested...company's mail order marketing manager. Eventually, he expects to make Brookstone's name reactivation decisions on a customer-by-customer basis, rather than on customer segments.

Lapierre estimates that 30...

17/3,K/180 (Item 46 from file: 148) Links  
Gale Group Trade & Industry DB  
(c)2007 The Gale Group. All rights reserved.  
06130833 Supplier Number: 12642666 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**BUICK LESABRE WINS FAMILY CIRCLE'S 'DOMESTIC FAMILY CAR OF YEAR' AWARD**

PR Newswire , 1013A9104  
Oct 13 , 1992  
Language: ENGLISH  
Record Type: FULLTEXT  
Word Count: 392 Line Count: 00032

...in six other categories that Family Circle research has shown to be important in the selection of family vehicles -- performance and handling, safety, appearance and styling, value for the money, space...

...program to guide consumers by objectively reporting which vehicles proved most satisfactory in numerous important categories to families buying new cars."

Buick General Manager Edward H. Mertz accepted the award in...

...receive," Mertz said. "We are particularly pleased because this award is based on a major survey of customers."

LeSabre has also won a number of "best buy" and "best value" recognitions from publications and market-research firms in the last

year.

The LeSabre is built at the Buick...

17/3,K/181 (Item 47 from file: 148) Links

Gale Group Trade & Industry DB

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04769458 Supplier Number: 09115577 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Make a promotion more than just a pretty face. (the value of a magazine's promotional material)**

Laitin, Julie A.

Folio: the Magazine for Magazine Management , v19 , n7 , p86(6)

July , 1990

ISSN: 0046-4333

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 2971 Line Count: 00236

...publication is gaining market share over its competitors, I may well be more likely to **select** it over its competitors, even if another publication has more total pages. I want our...

...there."

Among agency people, Laurie Bergner says that when she has to educate herself about **publications** serving a market, she'll often look to see who else is advertising. I ask...

...reps to give me a page breakout of who else is advertising. I'm specifically **interested** in my client's **category**, of course. If one **publication** has the lion's share of advertisers in that **category**, it tells me which **publication** is best serving that market."

These people all look at direct mail as a forum for helping them judge the suitability and importance of a **publication** as a marketing tool. Since all budgets have limits, media buyers have to determine which **publications** are best suited to their company's (or their **clients'**) **needs**. Every piece of direct mail you send them should help them decide-and decide in your favor.

1

A unique advantage  
will create a niche

within the market If your **publication** is offering something important, and something no other **publication** provides, your direct mail should spotlight this advantage and explain how it benefits your customers...

...market were sent to the names and titles of people who were the most likely **decision** makers in the market. However, no publication identified exactly who these people actually were.

To...salespeople tailor first-time sales calls to customers' products and categories.

Modern Healthcare's "Personal Choice Contest" provided a clear, succinct explanation of the changes taking place in the hospital market...

...attention of media buyers and pharmaceutical marketers, the mailer promised "a prize of your own choice" to entrants who read the brochure and answer questions based on facts inside. After outlining...

...of the copy went on to explain the importance of these people in the purchasing decision, the necessity of reaching them, and the cost savings benefits of advertising in H&MM...

17/3,K/182 (Item 48 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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04567962 **Supplier Number:** 08551087 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Outposts are picking up sales of mops, brooms. (supermarkets increase sales with multiple displays)**

Elson, Joel

Supermarket News , v40 , n4 , p30(2)

Jan 22 , 1990

ISSN: 0039-5803

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 1735 **Line Count:** 00140

...deeply into private label brooms and mops. Private label will give consumers a value-priced option.

Purchases in this category are more impulse than planned. However, the person who is looking...

...it close to the main section is enough to focus consumer attention on the regular selection during the spring cleaning season. We may promote a sponge this way, as well.

Alan...

17/3,K/183 (Item 49 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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04076454 **Supplier Number:** 07790635 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Bodywear: pumping up at retail. (women's exercise apparel)**

Walash, Eileen R.

WWD , v158 , n12 , p4(2)

July 20 , 1989  
ISSN: 0149-5380  
**Language:** ENGLISH  
**Record Type:** FULLTEXT  
**Word Count:** 2029 **Line Count:** 00159

...more fashion and function, retailers have been lethargic in reacting.  
Department stores cannibalize the bodywear **category** and potential sales because the clothes are lost among other merchandise, little is done to...

...the area housing the garments and if customers do find the area, there rarely are **interesting displays** that would prompt a **customer** to buy, manufacturers say.

"We offer a video, fixtures and posters," said Norman Fixel, president of Softouch...

...accept these things from other manufacturers, but it seems department stores don't fund this **category** accordingly."

"Bodywear is still treated as a filler in some stores," said Fixel.  
"When hosiery...firm cosponsored -- with Warner-Lambert Co. and its Lubriderm Lotion -- a promotion offering consumers a **choice** of free body lotion or a Gilda Marx leotard at a discount. Gilda Marx and...

17/3,K/184 (Item 50 from file: 148) **Links**  
Gale Group Trade & Industry DB  
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03880522 **Supplier Number:** 07401299 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Calif. chain pushes travel-related toys. (Imaginarium) (Playthings Award Winners)**

Playthings , v87 , n2 , p86(2)  
Feb , 1989  
ISSN: 0032-1567  
**Language:** ENGLISH  
**Record Type:** FULLTEXT  
**Word Count:** 649 **Line Count:** 00052

...welcome Imaginarium's new and repeat customers to their special products and approach to product **selection**.

The main promotional vehicle was a 24-page catalog filled with travel products and important...

...busy season.

During the first two weeks of May, additional advertisements ran in local parenting **publications** in both the Northern and Southern California markets. An 800 number for California brought in...

...away as Washington, D.C. Telephone operators were encouraged to suggest additional items from the **catalog** once they had determined the **customers' needs** (i.e.. age of child, length of trip, etc.)

Running from mid-May to the...

...and 25 percent over the prior year in comparable stores. The results in the travel **category** were incredible. In addition to the strong sales performance, all of the stores reported high...

...came to the stores with their catalogs in hand with the merchandise they wanted to **buy** already marked.

This major promotional success was rewarded with impressive sales increases as well as...

17/3,K/185 (Item 51 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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03649552 **Supplier Number:** 06587188 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Owner of Vegetarian Times wants a greener future; Paul Obis launched it, sold it and bought it back; now he's trying to grow a larger crop. (column)**

Angelo, Jean Marie

Folio: the Magazine for Magazine Management , v17 , n8 , p49(2)

Aug , 1988

**Document Type:** column

ISSN: 0046-4333

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 886 **Line Count:** 00065

...the cornerstone.

Obis started his title at 22, writing it, taking it to the print **shop** and carrying the print run home on his bicycle. But life wasn't so simple...

...was in a tight spot when the note was coming due. He began scouting for **interested buyers** through **classified** ads in the trades; Bill Schnirring at Associated Business Publications (ABP) came to the rescue.

ABP agreed to pay the \$5,000 and other outstanding....

...the product, says Schnirring, who notes that Obis is more comfortable when he makes the **decisions**.

To relieve frustration, Obis purchased the subscriber list to defunct Soyfoods for \$1,000, attempting...

17/3,K/186 (Item 52 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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03524780 **Supplier Number:** 06393740 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Marketing, research, & profitability. (printing industry) (includes related articles)**

Webb, Joseph W.

Graphic Arts Monthly , v60 , n5 , p94(3)

May , 1988

ISSN: 1047-9325

**Language:** ENGLISH

**Record Type:** FULLTEXT

**Word Count:** 1694 **Line Count:** 00140

...here. By concentrating on a few products, the salesperson's time is focused, equipment investment **choices** are narrower and surer, and production quality increases, because employees have in-depth work experience....

...in the marketplace to charge higher prices if doing so meets their marketing objectives.

The **decision** to specialize in particular products is not easy; it may require management to be willing to...research suggestions for specific topics raised in the main article:

1) Design Equipment to Meet **Customer Needs**.

\* Analyze job types (regardless of **customers**) you handle in your **shop**. Break them down into the operations necessary to complete the jobs.

\* Analyze how the job types have changed over time. Is your equipment base up-to-date?

\* How are your **customer needs** likely to change, and how will you be prepared to support them?

2) Know Industry Trends:

\* **Categorize** your customers by type. A good way to start is by using the U.S Industrial Outlook.

\* **Categorize** your customers by their customers. Are they local, regional, or national retailers, professionals, etc.?

\* Subscribe to **publications** about your customers' industries. Look them up in Standard Rate & Data or Ulrich 's In...

17/3,K/187 (Item 53 from file: 148) **Links**

Gale Group Trade & Industry DB

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02168640 **Supplier Number:** 03416677 (USE FORMAT 7 OR 9 FOR FULL TEXT )

**Focus on athletic retailing; the doctor is in at Hess Running Centers.**

Low, Kathleen

Footwear News Magazine , v40 , p28(2)

Sept , 1984



ISSN: 0888-2053

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 1127 Line Count: 00085

...and carries all the major brands. (Besides running shoes, the stores also offer a limited **selection** of court, indoor soccer and field shoes in a mid-priced range.) Since Hess sales...

...on salary, they are under no pressure to hard sell a \$90 shoe to a **customer** whose **needs** are more in \$50 range, notes Walton.

With only 800 square feet, the Harborplace store...

...frills," but its thoughtful layout and merchandise mix make up the difference. Running shoes are **displayed** singularly by **category** and gender, forming the glassed front showcase to the inside of the mall. A laminated...

...he can develop a reputation in a specialty.

Running and tennis are the most common **choices**, Hess notes, but retailers also need to gauge the needs of their communities.

Small retailers...

17/3,K/188 (Item 54 from file: 148) **Links**

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02028354 **Supplier Number:** 03298668 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Breuners: taking a backseat to no one.**

Hodges, Trevor

HFD-The Weekly Home Furnishings Newspaper, v58, p28(4).

June 4, 1984

ISSN: 0746-7885

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 1450 Line Count: 00112

...has to offer." Perceptive consumers

In addition to buying wide and deep in various furniture **categories**, Eiseman attributed consumer perception of Breuners as a contributing factor to the chain's success.

"Our customers enjoy our wide assortments and lifestyle **displays**," Eiseman commented. "People like to **shop** for home furnishings and our stores are **interesting to shop**."

"Our **customers** like to spend hours in our stores. They fumble through the sheets and bedspreads, they browse through the gift area, silk

flower **shop**, the furniture area. They get a lot of ideas for their home that way. It...

...committee. We all state our likes and dislikes, but basically the buyers make their own **decisions** and they're well-paid to do that. We don't want to tell them...

17/3,K/189 (Item 55 from file: 148) [Links](#)  
Gale Group Trade & Industry DB  
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01758330 **Supplier Number:** 02795377 (USE FORMAT 7 OR 9 FOR FULL TEXT )  
**Underwear sales continue to climb.**

Lebow, Joan  
Daily News Record , v13 , pS25(1)  
June 7 , 1983  
ISSN: 0162-2161  
**Language:** ENGLISH  
**Record Type:** FULLTEXT  
**Word Count:** 892 **Line Count:** 00071

...to 40 per cent over last year.

Retailers also they are increasing their open-to-**buys** for all fall underwear purchases, noting that store management is offering more support than ever before th the men's furnishings department in dollars, space and **display** properties.

The percentage of fashion to basic merchandise is also increasing in department stores, although...

...stress that much of the profitable dollar volume comes from a well-developed basic business. **Interestingly**, some department store **buyers** say they are no longer convinced it is always appropriate to merchandise colored underwear as a "fashion' **category**, as consumer acceptance of color makes it no longer a fringe purchase.

Designer are selling...

...they are stepping up their advertising budgets for underwear, for the most part spotlighting color **choices** in updated styles that are in the "mid-fashion' category and sell at regular prices...

17/3,K/190 (Item 1 from file: 160) [Links](#)  
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02307376

**Lionel - Facilities & Equipment**

Annual Report 1989 p.0

...management to provide better supervision of all phases of store operations and to respond to **customer needs** promptly, particularly during the peak selling season. Fixtures are designed to prominently **display** merchandise within easy reach of the customer. Shopping carts and wide, well-lighted aisles facilitate the **selection** of items. Easy to read signs identify the location of merchandise, which is arranged by **category** and consumer age group.

17/3,K/191 (Item 2 from file: 160) [Links](#)  
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01600086

**All that glitters is not upscale.**

PROGRESSIVE GROCER April, 1987 p.12-117

...quality image stressing service without being an upscale supermarket. The store offers quality and good **selection** in basic supermarket **categories** and a no-nonsense shopping environment along with quick service. Although the store has space constraints, it uses in-store **displays** and promotions and does not favor fancy **displays** or include extra departments such as seafood since **customers** would not be **interested** in them, as the area is predominantly blue collar and working class. Extra services include the willingness of the store to **special order** on **request** items that it does not carry, and maintains extra departments such as greeting cards. A...

17/3,K/192 (Item 1 from file: 275) [Links](#)  
Gale Group Computer DB(TM)  
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01673655 **Supplier Number: 15079669 (Use Format 7 Or 9 For FULL TEXT )**  
**Interleaf's Relational Document Manager: ready to stand on its own. (page composition and publishing software) (includes related articles on an Interleaf corporate profile, a list of RDM customers and RDM product information)**

Walter, Mark  
Seybold Report on Publishing Systems , v23 , n13 , p3(21)  
March 14 , 1994  
ISSN: 0736-7260  
**Language: ENGLISH    Record Type: FULLTEXT**  
**Word Count: 16833    Line Count: 01319**

...user to construct queries without working with sql. We will discuss the search and retrieval **options** in more detail below in the discussion of client software.

Document management. The next layer...added to the main popup Interleaf menu. The RDM submenu has the same sort of **choices** that appear in other RDM clients -- check-in and check-out objects, promote objects, check...criterion in certain documentation applications. If there are many simultaneous reviewers, the dispatcher has the **option** of checking out all of the comment files at the same time.

WorldView review. Putting...backward compatibility, single-vendor support and ease of use as important factors in HP's **selection** of RDM in 1992. To streamline the conversion of existing documents, Interleaf helped write a...transition from fiche to cd-rom as smooth as possible for its customers.

Once the **decision** was made, ATP began installing RDM in June and July, followed by training for several...same year, Andersen Consulting won the bid to build it. Interleaf I5 and RDM were **selected** as key components.

Over the next year and a half, Barclays and Interleaf began developing a new Oracle database to handle customer profiles and **order** entry, as well as the content that is managed by RDM and published using I5. Barclays first implemented the new system with vertical-market **publications**, but by the end of 1992, it had introduced its first custom **publication**, called Barclays Private Letter.

Private Letter. The Private Letter is a subscription sold by a...

...sales force. The subscriber meets first with a sales representative to review the classifications and **select** the topics in which they are **interested**. Customers may pick classifications by 500-plus Barclays **categories** and 25 fields of interest. For slightly more than \$400 a year, the customer receives biweekly newsletters containing summaries of all cases falling under the **categories** the customer **selected**. At the front of each newsletter is a table of contents.

The report is completely...applying electronic delivery to vertical publications. Subscribers to the vertical-market bulletin are offered a **choice** of paper or floppy disks containing the same information in Acrobat, with Acrobat Reader software...

...may be put into the system under the Intellecte program. Interleaf composition software is an **option**.

The methodology, developed by Interleaf following its experience in installing hundreds of RDM and WorldView...tracking, support for variable text, and programmable links to other applications. There also is an **option** for structured sgml editing on a wysiwyg page. The installed base of Interleaf editors exceeds...

17/3,K/193 (Item 2 from file: 275) **Links**

Gale Group Computer DB(TM)

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01240293 **Supplier Number: 06278026 (Use Format 7 Or 9 For FULL TEXT)**

**Mac Graphing package has extra versatility. (Software Review) (KaleidaGraph computer graphics software) (evaluation)**

Bryan, Marvin

PC Week , v5 , n11 , p70(3)

March 15 , 1988

**Document Type:** evaluation

ISSN: 0740-1604

**Language:** ENGLISH **Record Type:** FULLTEXT; ABSTRACT

**Word Count:** 1551 **Line Count:** 00121

...Both the X and Y axes can be shown in linear or logarithmic scales, an **option** provided with several of the other graph types as well.

A subset of the data can be **selected** from the screen and replotted--a convenient method of removing outliers (those values that do ...

...histograms, too. In a histogram, the range of the data is calculated and divided into **categories** that are **displayed** as contiguous boxes in the graph. A typical application would be the showing of results obtained in a consumer or **customer survey**; a histogram would make it easy to tell, at a glance, the approximate number of...

...or percentage, with the Y axis representing the range of the data variables. This KaleidaGraph **option** normalizes variables to either a linear or a normal probability distribution.

Several variables can be...

...normal direction--for example, from 25 to 0 instead of from 0 to 25. This **option** can be helpful for emphasis with some types of data. The format and precision of...

...usual LaserWriter font selections are available, including bold, italic, underline, outline, shadow, condensed and extended **options**.

The usefulness of the program is greatly increased by the calculator feature. If this were...

17/3,K/194 (Item 1 from file: 621) **Links**

Gale Group New Prod. Annou.(R)

(c) 2007 The Gale Group. All rights reserved.

01563780 **Supplier Number:** 47925046 (USE FORMAT 7 FOR FULLTEXT)

**DAMARK Opens Third Teleservice Center in Fayetteville, N.C.**

PR Newswire , p N/A

August 21 , 1997

**Language:** English **Record Type:** Fulltext

**Document Type:** Newswire ; Trade

**Word Count:** 358

...volume has increased for a variety of reasons including, new and expanded clubs, flexible credit **options** and well placed product marketing strategies. This new teleservice center will provide incremental phone capacity...

...experience and proprietary database management expertise. DAMARK's products and services are offered through mail **order catalogs** and a variety of membership clubs which provide members discounts on travel, hospitality and entertainment as well as retail, health and fitness and other convenience **needs**

. Currently, over one million **customers** belong to DAMARK's membership clubs. In addition, brand-name, value-priced merchandise is sold through **catalogs** in six **broad categories**

: computers, home office, consumer electronics, home decor, home improvements and sports/fitness.

SOURCE DAMARK International...

show file

[File 348] **EUROPEAN PATENTS** 1978-2007/ 200708

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*\*File 348: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.*

[File 349] **PCT FULLTEXT** 1979-2007/UB=20070315UT=20070308

(c) 2007 WIPO/Thomson. All rights reserved.

*\*File 349: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.*

```
; d s
Set      Items  Description
S1       10851  S (SURVEY OR QUESTIONNAIRE OR QUESTIONNAIRE OR INTEREST? OR
NEEDS) (5N) (CUSTOMER? ? OR CLIENT? ? OR BUYER? ? OR PURCHASER? ? OR
PURCHASER OR REFERRAL? ?)
S2       2598497 S ORDER? ? OR REQUEST?? OR REQUISITION? OR BUY? ? OR BOUGHT
OR ACQUIRE? ? OR CHOOS??? OR CHOSEN OR SELECT??? OR SHOP? ? OR TRANSACTION? ?
S3       306906  S HIERARCH? OR RANK OR RANKED OR GRADED OR TREE(2N) STRUCTURE
OR CLASSIF??? OR RELATIONAL OR CATEGORY OR CATEGORI? OR LEVEL? (1W) INTEREST
S4       1556595 S CATALOG? ? OR CATALOGUE? ? OR BOOKLET? ? OR PORTFOLIO? ? OR
ALBUM? ? OR DISPLAY? OR WEBPAGE? ? OR WEB() PAGE? ? OR PUBLICATION? ? OR
HOMEPAGE? ? OR HOME() PAGE? ?
S5       2391239 S ADVICE OR ADVISE OR OFFER? ? OR SUGGEST??? OR PROPOS??? OR
PRESENT? OR MAK??? (3W) (AVAILABLE OR ACCESSIBLE) OR PROVIDE? ? OR RECOMMEND?
OR REFER? ? OR REFERR??? OR CHOICE? ? OR SELECT? OR SPECIFY??? OR SPECIFIE? ?
OR DESIGNAT??? OR INDICAT??? OR CHOSE? ?
S6       173    S S1 (20N) S2 (20N) S3 (20N) S4 (20N) S5
S7       105    S S6 NOT PY>2002
; t s7/3,k/1-105
```

7/3K/1 (Item 1 from file: 348) [Links](#)

**EUROPEAN PATENTS**

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01338258

**Displaying internet content and television programming**

Darstellung von Internetdaten und Fernsehprogrammen

Affichage d'informations internet et de programmes television

**Patent Assignee:**

- **Sony Electronics Inc.;** (1360226)  
One Sony Drive; Park Ridge, New Jersey 07656; (US)  
(Applicant designated States: all)

**Inventor:**

- **Hsu, Robert P.**  
1516 Treviso Avenue; San Jose, CA 95118; (US)

- **Sonoda, Yumie**  
5721 Fleming Avenue; Oakland, CA 94605; (US)
- **Niijima, Makota**  
154 Kamikomachi; Omiya-shi, Saitama 331; (JP)
- **Nakano, Hiroaki**  
2001 California Street, No. 604; San Francisco, CA 94109; (US)
- **Rosin, Robert**  
1059 Dogwood Trail, Box 647; Franklin Lakes, NJ 07417; (US)

**Legal Representative:**

- **DeVile, Jonathan Mark et al (91152)**  
D Young & Co 120 Holborn; London EC1N 2DY; (GB)

	Country	Number	Kind	Date	
Patent	EP	1143731	A1	20011010	(Basic)
Application	EP	2001202162		19980602	
Priorities	US	867264		19970602	
	US	867266		19970602	
	US	867279		19970602	
	US	867543		19970602	
	US	867613		19970602	

**Designated States:**

AT; BE; CH; DE; DK; ES; FI; FR; GB; GR;  
IE; IT; LI; LU; MC; NL; PT; SE;

**Related Parent Numbers: Patent (Application):**EP 986901 (EP 98921699)

**International Patent Class (V7):** H04N-007/173; H04N-005/445**Abstract Word Count:** 222

**NOTE:** 1

**NOTE:** Figure number on first page: 1

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200141	564
SPEC A	(English)	200141	8898
Total Word Count (Document A) 9462			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 9462			

**Specification:** ...after being reviewed by the service running the POP server, or they can be voluntarily **provided** by the web site hosting the web page itself, or determined through an algorithm parsing... ..capable of monitoring and storing the predetermined genre codes for television programming in order to select programs based on past viewing habits is disclosed in U.S. Patent No.



5,585... reference. These genre codes can be consistent with or convertible to the attributes associated with **web pages** in **order** to provide additional information to the agent to determine areas of **interest** for the **client** user. The **client** processor can store the genre codes associated with previously viewed television programming, and then provide this data to the agent to augment its web browsing data.

The **web pages** are **classified** into the **categories** or topics of the templates **selected** by the client user. These attributes associated with the **web pages** identify aspects of the subject matter or content of the page. FIGS. 3 and 4... and the documents having associated attributes for classification into the topics of the templates. Prescreened **web pages** having been given identifying attributes can be classified according to those attributes and forced into...

**Claims:** ...on the display.

2. A method according to claim 1, wherein a rotary wheel menu **selects** between the channels.

3. A method according to claim 1 further comprising passively filtering selected... through selected topics of a first set, links of a second set associated with each **selected** topic, and objects associated with each link.

6. A system for alternately displaying internet content... video input and at least one data communication line, and a digital storage medium;

a **display** connected to the client, wherein the client is capable of **displaying** video from the video input and data from the digital storage medium on the **display**; and

a server connected to the client by the communication line, the server being capable... the client and stored on the digital storage device, the server further having a database **categorizing** a number of documents from the other servers into topics according to pre-**selected** criteria; and

wherein the server monitors documents **requested** by the client in **order** to determine the topics of **interest** to the user of the **client**, and the server provides suggestions to the client for additional documents **categorized** into the topics of interest from the other servers.

7. A system for alternately **displaying** internet content and a television program signal on a television screen, the system comprising:

a client including a television screen;

means for **selecting** between channels separately representing individual television content and individual internet content, wherein when an individual television content channel is **selected**, the client presents television content associated with the **selected** individual television content channel;

means for presenting a set of internet links when the internet... and automatically scrolling through and sequentially highlighting each link one at a time;

means for **selecting** one of the highlighted internet links;

a server capable of establishing a connection with the...

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01311055

**Improvements relating to data distribution**

Verbesserungen in Bezug auf Datenverteilungen

Améliorations relatives à la distribution de données

**Patent Assignee:**

- **Brainpower S.A.**; (2818430)  
Via Generale Guisan 6; 6900 Lugano; (CH)  
(Applicant designated States: all)

**Inventor:**

- **Pellegrinelli, Rocco**  
Via Noseda, 5; 6977 Ruvigliana; (CH)
- **Spampinato, Luca**  
Via Trieste 15; 21012 Cassano Magnago (VA); (IT)
- **Bottarelli, Sandro**  
Via Lucchini 8; 6900 Lugano; (CH)

**Legal Representative:**

- **Maggs, Michael Norman et al (59191)**  
Kilburn & Strode 20 Red Lion Street; London WC1R 4PJ; (GB)

	Country	Number	Kind	Date	
Patent	EP	1122661	A1	20010808	(Basic)
Application	EP	2000300741		20000131	

**Designated States:**

AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LI; LU; MC; NL; PT; SE;

**Extended Designated States:**

AL; LT; LV; MK; RO; SI;

**International Patent Class (V7):** G06F-017/60 **Abstract Word Count:** 111

**NOTE:** 3

**NOTE:** Figure number on first page: 3

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A.	(English)	200132	980
SPEC A	(English)	200132	6242
Total Word Count (Document A) 7222			

Total Word Count (Document B) 0
Total Word Count (All Documents) 7222

**Specification:** ...performance data to subscribing customers by use of general purpose communications equipment.

Financial performance data **provided** by each electronic performance data vendor presents a huge mass of information which can be... ..screen and also because this would be highly inefficient (providing information that is of no **interest** to the **customer**). Data gathering companies often divide this mass of data into smaller sets of grouped data and, for example with the Internet, the groups of data are presented through a **hierarchical web page** structure. The customer can then be **presented** with different **web pages** showing different data. For example, the customer can be **presented** with lists of current stock prices on one page and by **selecting** a link from a specific security, a chart of historical performance data concerning the **selected** subject can be generated on the next **web page**.

The performance data received by the customer is often displayed in a table format showing...

7/3K/3 (Item 3 from file: 348) Links

EUROPEAN PATENTS

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01305138

**Product selection system**

System für die Auswahl von Produkten

Système de sélection de produits

**Patent Assignee:**

• **Intellident Limited; (2444941)**

Southern Office, Brindley House, 4 Burkes Road; Beaconsfield, Bucks HP9 1PB; (GB)

(Applicant designated States: all)

**Inventor:**

• **Hankins, Timothy Glyn**

18 Copperkins Lane; Chesham Bois Amersham Bucks HP6 5QF; (GB)

**Legal Representative:**

• **Jehan, Robert et al (72663)**

Williams, Powell & Associates, 4 St Paul's Churchyard; London EC4M 8AY; (GB)

	Country	Number	Kind	Date	
Patent	EP	1117055	A2	20010718	(Basic)
	EP	1117055	A3	20020807	
Application	EP	2001300195		20010110	
Priorities	GB	547		20000111	

**Designated States:**

AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;

GR; IE; IT; LI; LU; MC; NL; PT; SE; TR;

**Extended Designated States:**

AL; LT; LV; MK; RO; SI;

**International Patent Class (V7):** G06F-017/60**Abstract Word Count:** 120

**NOTE:** 3

**NOTE:** Figure number on first page: 3

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200129	406
SPEC A	(English)	200129	6558
Total Word Count (Document A) 6964			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 6964			

**Specification:** ...208, the operator is provided with a keyboard and pointing device with the appropriate password **provided** by the Database Manager 200.

It will be apparent that the system could make use... ..Manager of the preferred embodiment maintains all the database files used by the system and **provides** a number of visual forms on screen for an operator to maintain the files. It allows the operator to design the layout of a **customer questionnaire displayed** on the screen when **customers** enter into the system for the first time. Using the **questionnaire**, the **customer** can **select** the food products he/she wishes to avoid. The Database Manager 200 also **provides** all the functions to the other software components described above to access and maintain database files and special formatted files used in creating the customer specific sub-databases.

The preferred **relational** database structure maintained by the Database Manager 200, shown in Figure 7, allows direct access to any number of **interests** associated with a **customer**, and any number of **interests** associated to a product. Figures 8 to 11 show examples of other software items for...

7/3K/4 (Item 4 from file: 348) [Links](#)

EUROPEAN PATENTS

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01156034

**Printing system and method**

Druckersystem und Verfahren

Système d'impression d'image et méthode d'impression

**Patent Assignee:**

- **Xerox Corporation; (219787)**

Xerox Square - 20A, 100 Clinton Avenue South; Rochester, New York 14644; (US)  
(Applicant designated States: all)

**Inventor:**

- **Evans IV, Charles H.**

1601 North Sepulveda Boulevard. No. 381; Manhattan Beach, California 90266; (US)

**Legal Representative:**

- **Skone James, Robert Edmund (50281)**

GILL JENNINGS & EVERY Broadgate House 7 Eldon Street; London EC2M 7LH; (GB)

	Country	Number	Kind	Date	
Patent	EP	1006432	A2	20000607	(Basic)
	EP	1006432	A3	20010516	
Application	EP	99309526		19991129	
Priorities	US	204463		19981202	
	US	283133		19990331	

**Designated States:**

DE; FR; GB;

**Extended Designated States:**

AL; LT; LV; MK; RO; SI;

**International Patent Class (V7):** G06F-003/12 **Abstract Word Count:** 230

**NOTE:** 2

**NOTE:** Figure number on first page: 2

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200023	508
SPEC A	(English)	200023	5024
Total Word Count (Document A) 5532			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 5532			

**Specification:** ...be programmed dynamically through use of a configuration file. Preferably, the configuration file assumes a **hierarchical** form.

Since the configuration file is programmable, the arbiter can be altered readily in conformance with the **needs** of various **clients**. In one example, rules are dynamically reconfigured through use of the server rules line or the client server lines. A client user or a server administrator can **display** the current rules on an appropriate **display** and **selected** rules can be deleted and replaced with other desired rules. Through use of the rules ...

7/3K/5 (Item 5 from file: 348) [Links](#)

EUROPEAN PATENTS

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01156031

**Printing system and method**

Druckersystem und Verfahren

Système d'impression et méthode d'impression

**Patent Assignee:**

• **Xerox Corporation; (219787)**

Xerox Square - 20A, 100 Clinton Avenue South; Rochester, New York 14644; (US)

(Applicant designated States: all)

**Inventor:**

• **Evans IV, Charles H.**

1601 North Sepulveda Boulevard, 381; Manhattan Beach, California 90266; (US)

**Legal Representative:**

• **Skone James, Robert Edmund (50281)**

GILL JENNINGS & EVERY Broadgate House 7 Eldon Street; London EC2M 7LH; (GB)

	Country	Number	Kind	Date	
Patent	EP	1006430	A2	20000607	(Basic)
	EP	1006430	A3	20010620	
Application	EP	99309523		19991129	
Priorities	US	204757		19981202	
	US	283132		19990331	

**Designated States:**

DE; FR; GB;

**Extended Designated States:**

AL; LT; LV; MK; RO; SI;

**International Patent Class (V7): G06F-003/12** Abstract Word Count: 140

**NOTE: 2**

**NOTE: Figure number on first page: 2**

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200023	355

SPEC A	(English)	200023	4250
Total Word Count (Document A) 4605			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 4605			

**Specification:** ...be programmed dynamically through use of a configuration file. Preferably, the configuration file assumes a **hierarchical** form.

Since the configuration file is programmable, the arbiter can be altered readily in conformance with the **needs** of various **clients**. In one example, rules are dynamically reconfigured through use of the server rules line or the client server lines. A client user or a server administrator can **display** the current rules on an appropriate **display** and **selected** rules can be deleted and replaced with other desired rules. Through use of the rules ...

7/3K/6 (Item 6 from file: 348) [Links](#)

EUROPEAN PATENTS

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01082299

**System and method for automated trading**

System und Verfahren für automatisierten Handel

Système et procédé pour l'échange commercial

**Patent Assignee:**

- **Hewlett-Packard Company;** (206030)  
3000 Hanover Street; Palo Alto, California 94304; (US)  
(Applicant designated States: all)

**Inventor:**

- **Preist, Christopher**  
42 St.Andrews Roads, Montpelier; Bristol BS6 5EH; (GB)
- **Van Tol, Maarten**  
Nieuwe Schoolstraat 2; 2613 SH Delft; (NL)

**Legal Representative:**

- **Lawman, Matthew John Mitchell et al (84551)**  
Hewlett-Packard Limited, IP Section, Building 2, Filton Road; Stoke Gifford, Bristol BS12 6QZ; (GB)

	Country	Number	Kind	Date	
Patent	EP	952536	A1	19991027	(Basic)
Application	EP	98303047		19980421	

**Designated States:**

DE; FR; GB;

**Extended Designated States:**

AL; LT; LV; MK; RO; SI;

**International Patent Class (V7):** G06F-017/60**Abstract Word Count:** 128**NOTE:** 1**NOTE:** Figure number on first page: 1

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9943	842
SPEC A	(English)	9943	4536
Total Word Count (Document A) 5378			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 5378			

**Specification:** ...US 5,715,402 (Popolo), there is described a system for managing steel inventories in **order** to reduce the time and expense associated with selling prime and secondary steel that is...  
...and permits buyers to browse or search the posted inventory to locate items filling specific **needs**.  
A **buyer** may bid on part or all of an item posted and the seller may accept... ..used by a seller in posting a item, the system performs the necessary conversions to **display** information to an **interested buyer** in a unit of measure set by the buyer. A **hierarchical** menu structure permits ease of use in **selecting** available options during posting or bidding a item. This system assists with **transactions**, rather than performing **transactions** itself. Disclosure of the Invention

In accordance with a first aspect, the **present** invention aims to improve on known systems by providing a data processing system comprising:

one... ..current value for a specific good or resource and for submitting a bid and/or **offer** of the current value therefor;

a mediation process arranged for receiving one or more bids and/or one or more **offers** for the good or resource from one or more negotiation processes or other sources and...

7/3K/7 (Item 7 from file: 348) [Links](#)

EUROPEAN PATENTS

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01018535

**DISPLAYING INTERNET CONTENT AND TELEVISION PROGRAMMING**  
**DARSTELLEN VON INTERNETINFORMATIONEN UND FERNSEHPROGRAMMEN**  
**AFFICHAGE DE DONNEES INTERNET ET DE PROGRAMMATION TELEVISUELLE**

**Patent Assignee:**



- **Sony Electronics Inc.;** (1360226)  
One Sony Drive; Park Ridge, New Jersey 07656; (US)  
(Proprietor designated states: all)

**Inventor:**

- **HSU, P., Robert**  
1516 Treviso Avenue; San Jose, CA 95118; (US)
- **SONODA, Yumie**  
1022 S. Springer Road; Los Altos, CA 94024; (US)
- **NIIJIMA, Makoto, 154, Kamikomachi**  
Omiya-shi; Saitama 331; (JP)
- **NAKANO, Hiroaki**  
2001 California Street 604; San Francisco, CA 94109; (US)
- **ROSIN, Robert**  
1059 Dogwood Trail Box 647; Franklin Lakes, NJ 07417; (US)

**Legal Representative:**

- **Pratt, Richard Wilson et al (46458)**  
D. Young & Co, 21 New Fetter Lane; London EC4A 1DA; (GB)

	Country	Number	Kind	Date	
Patent	EP	986901	A2	20000322	(Basic)
	EP	986901	B1	20020918	
	WO	98056188		19981210	
Application	EP	98921699		19980602	
	WO	98IB895		19980602	
Priorities	US	867264		19970602	
	US	867266		19970602	
	US	867279		19970602	
	US	867543		19970602	
	US	867613		19970602	

**Designated States:**

AT; BE; CH; DE; DK; ES; FI; FR; GB; GR;  
IE; IT; LI; LU; MC; NL; PT; SE;

**Related Divisions: Patent (Application):**EP 1143731 (EP 2001202162)

**International Patent Class (V7):** H04N-005/445

**NOTE:** No A-document published by EPO

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
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CLAIMS B	(English)	200238	2842
CLAIMS B	(German)	200238	2494
CLAIMS B	(French)	200238	3352
SPEC B	(English)	200238	8582
Total Word Count (Document A) 0			
Total Word Count (Document B) 17270			
Total Word Count (All Documents) 17270			

**Specification:** ...after being reviewed by the service running the POP server, or they can be voluntarily **provided** by the web site hosting the web page itself, or determined through an algorithm parsing... ..capable of monitoring and storing the predetermined genre codes for television programming in order to **select** programs based on past viewing habits is disclosed in U.S. Patent No. 5,585... ..reference. These genre codes can be consistent with or convertible to the attributes associated with **web pages** in **order** to provide additional information to the agent to determine areas of **interest** for the **client** user. The **client** processor can store the genre codes associated with previously viewed television programming, and then provide this data to the agent to augment its web browsing data.

The **web pages** are **classified** into the **categories** or topics of the templates **selected** by the client user. These attributes associated with the **web pages** identify aspects of the subject matter or content of the page. FIGS. 3 and 4... ..and the documents having associated attributes for classification into the topics of the templates. Prescreened **web pages** having been given identifying attributes can be classified according to those attributes and forced into...

7/3K/8 (Item 8 from file: 348) Links

EUROPEAN PATENTS

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00677430

**Digital information accessing, delivery, and reproduction**

Zugriff, Übertragung und Wiedergabe von digitaler Information

Acces, livraison et reproduction d'informations digitales

**Patent Assignee:**

- **International Business Machines Corporation;** (200120)  
Old Orchard Road; Armonk, N.Y. 10504; (US)  
(Proprietor designated states: all)

**Inventor:**

- **Tsevdos, James T.**  
2711 NE 57th Street; Fort Lauderdale, Florida 33308; (US)
- **Cook, Ross L.**  
901 SW 36th Avenue; Boynton Beach, Florida 33435; (US)
- **Ring, Nancy Lee**  
6129 Town Colony Drive; Boca Raton, Florida 33433; (US)

- **Barnhill, Robert S.**  
21218 St. Andrews Blvd., No. 10-405; Boca Raton, Florida 33433; (US)
- **Hamblin, Glen E.**  
9384 Gettysburg Road; Boca Raton, Florida 33434; (US)
- **Milstead, Kenneth L.**  
9927 Majestic Way; Boynton Beach, Florida 33437; (US)
- **Kindell, Craig N.**  
2014 SW 29th Court No. 2A; Delray Beach, Florida 33445; (US)
- **Waepler, Susan Elizabeth**  
5086 Madison Road; Delray Beach, Florida, 33484; (US)
- **Portela, Carlos**  
2659 SE 14th Street; Pompano Beach, Florida 33062; (US)
- **Anderson, Brent C.**  
14232 Marsh Lane; Dallas, Texas 75244; (US)

**Legal Representative:**

- **Burt, Roger James, Dr. (52152)**  
IBM United Kingdom Limited Intellectual Property Department Hursley Park; Winchester  
Hampshire SO21 2JN; (GB)

	Country	Number	Kind	Date	
Patent	EP	649121	A2	19950419	(Basic)
	EP	649121	A3	19950809	
	EP	649121	B1	20000119	
Application	EP	94307596		19941017	
Priorities	US	137880		19931015	

**Designated States:**

AT; BE; CH; DE; ES; FR; GB; IT; LI; NL;  
SE;

**International Patent Class (V7):** G07F-017/16; G06F-017/60; G06F-017/30  
**Abstract Word Count:** 392

**NOTE:** 1

**NOTE:** Figure number on first page: 1

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200003	2032
CLAIMS B	(German)	200003	2001
CLAIMS B	(French)	200003	2379
SPEC B	(English)	200003	16248
Total Word Count (Document A) 0			

Total Word Count (Document B) 22660
Total Word Count (All Documents) 22660

**Specification:** ...and networked location is dependent upon communication network systems and subsystems costs and availability in **order** to best serve a customer's premise, whether it be a retail store or similar a particular work, is strategized in **order** to eliminate the need for any in-store inventory of an artist's composition regardless of format. In essence, every **album** in every particular label's **catalog** will be available in any format and the retailer will never have a condition of...  
...through the use of multi-media kiosks or booths individualized to the customer and/or **categories** of buyers. This makes the **selection**, preview and purchase more personal to the customer. Not only is the customer able to preview any number of one of a **selected categories** of music types or whatever the content subject matter may be, including electronic games, software programs, video, audio and images, the customer can be introduced to other **albums** or works of a particular artist or a particular type of music. With the multi-media kiosk experience, the retailer has an opportunity to further enhance the **purchaser's interest** in matters which possibly are collateral to the original intent, **interest** and desire of a **customer**. Obviously, this is of great advantage to the retailer and can result in additional sales... ..of artificial intelligence of the sort which is specific to a buyer or to a **category** of buyers can maximize the retailer's return through the use of such a system... ..which the artists, the labels and others have through copyright protection and/or licenses. The **present** inventive system **provides** for security mechanisms that require centralized database authorizations prior to the transmission of content and...

7/3K/9 (Item 9 from file: 348) [Links](#)

EUROPEAN PATENTS

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00651608

**Telecommunications call completion based on mutually agreed upon criteria.**

Herstellung eines Telekommunikationsanrufes basierend auf gegenseitigem Einvernehmen.

Etablissement d'un appel de telecommunication base sur des criteres d'un commun accord.

#### **Patent Assignee:**

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(applicant designated states: DE;ES;FR;GB;IT)

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#### **Legal Representative:**

- **Buckley, Christopher Simon Thirsk et al** (28912)

AT&T (UK) LTD., AT&T Intellectual Property Division, 5 Mornington Road; Woodford Green, Essex IG8 0TU; (GB)

	Country	Number	Kind	Date	
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Patent	EP	627837	A1	19941207	(Basic)
Application	EP	94303764		19940525	
Priorities	US	71133		19930602	

**Designated States:**

DE; ES; FR; GB; IT;

**International Patent Class (V7):** H04M-003/38; H04M-003/42; **Abstract Word Count:** 96

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	185
SPEC A	(English)	EPABF2	3741
Total Word Count (Document A) 3926			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 3926			

**Specification:** ...a business, association, club or other group. For example, a user can activate the service, **specify** the tennis list (intermediate players), and be connected to someone of the appropriate skill level... ..In an alternative embodiment, the present invention provides menus, e.g., video menus, for providing **classified** telephone directory like services. An important advantage of using the **present** invention in this manner is that only those establishments that are open for business are **indicated** on the menu. In this application, the system **displays** a **selection** of business, rather than making a particular **selection**.

Other applications include a "universal yard sale". Given a set of people looking for bicycles... ..of people selling bicycles (similarly requesting calls), the network easily makes the desired connections. Specifically **interested buyers** are thus connected to permit the efficient negotiation of a sale. **Transaction** costs are lowered, permitting markets in a variety of second-hand property to be much more active. In this respect, the **present** invention **provides** a great improvement over an advertisement in a newspaper, because phone numbers are not published... ..switch off the service at night, or as soon as the item was sold.

The **present** invention can also be arranged to **provide** a round-table discussion on a topic **chosen** by the participants. These groups can form and disband dynamically, without

7/3K/10 (Item 10 from file: 348) [Links](#)

EUROPEAN PATENTS

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00480280

**Formulating device for cosmetically functional cosmetic products.**

Gerat zum Zusammenstellen (Mischen) kosmetisch wirkender Produkte.

Dispositif pour etablir la composition de produits a fonction cosmetique.

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	Country	Number	Kind	Date	
Patent	EP	443741	A1	19910828	(Basic)
	EP	443741	B1	19950614	
Application	EP	91300901		19910204	
Priorities	US	483366		19900222	

**Designated States:**

AT; BE; CH; DE; ES; FR; GB; IT; LI; LU;  
NL; SE;

**International Patent Class (V7):** A45D-044/00; A45D-007/04; B01F-015/04; A61K-007/09;  
**Abstract Word Count:** 154

Type	Pub. Date	Kind	Text
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Publication: English

Procedural: English

Application: English

Available Text	Language	Update	Word Count
CLAIMS A	(English)		2345
SPEC A	(English)		5851
CLAIMS B	(English)	EPAB95	891
CLAIMS B	(German)	EPAB95	760
CLAIMS B	(French)	EPAB95	954
SPEC B	(English)	EPAB95	6101
Total Word Count (Document A) 8196			
Total Word Count (Document B) 8706			
Total Word Count (All Documents) 16902			

**Specification:** ...for example roots (normal) and ends (damaged). In this situation, it would be appropriate to **select** a one half level of each of the formulations as they will be applied to... ...being applied, the determination is made that more is necessary, a part level may be **selected** in order to avoid having another full quantity dispensed when only a small amount is needed. Decision block

150 questions whether the full or part level has been **selected** and if yes the next step is to dispense the formulation. Decision block 152 questions... ..of the preprogrammed amounts of the four solutions into the formulation receptacle. The display will **indicate** that the formulations are mixing and filling and once completely filled the **display** will **indicate** that the perm lotion is ready.

Decision block 154 questions whether the receptacle has been removed from the load cell. If yes, the **display** will **indicate** one of two **choices** of neutralizer to be used. The **selected** neutralizer is a prepackaged neutralizer and is determined based on the hair condition criteria entered into the computer. This is **provided** by another simple look up table in which each formulation of Table II is **classified** for either of the two neutralizers. In addition, a similar look-up table corresponding to Table IV will permit the computer to **display** whether the **customer needs** a full or half portion of neutralizer.

At this point, the program as shown by...

**Specification:** ...for example roots (normal) and ends (damaged). In this situation, it would be appropriate to **select** a one half level of each of the formulations as they will be applied to... ..being applied, the determination is made that more is necessary, a part level may be **selected** in order to avoid having another full quantity dispensed when only a small amount is needed. Decision block 150 questions whether the full or part level has been **selected** and if yes the next step is to dispense the formulation. Decision block 152 questions... ..of the preprogrammed amounts of the four solutions into the formulation receptacle. The display will **indicate** that the formulations are mixing and filling and once completely filled the **display** will **indicate** that the perm lotion is ready.

Decision block 154 questions whether the receptacle has been removed from the load cell. If yes, the **display** will **indicate** one of two **choices** of neutralizer to be used. The **selected** neutralizer is a prepackaged neutralizer and is determined based on the hair condition criteria entered into the computer. This is **provided** by another simple look up table in which each formulation of Table II is **classified** for either of the two neutralizers. In addition, a similar look-up table corresponding to Table IV will permit the computer to **display** whether the **customer needs** a full or half portion of neutralizer.

At this point, the program as shown by...

7/3K/11 (Item 1 from file: 349) [Links](#)

PCT FULLTEXT

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00963501

**SECURITIES TRADING SYSTEM WITH MULTIPLE LEVELS-OF-INTEREST**  
**SYSTEME DE TRANSACTION SUR VALEURS PRESENTANT PLUSIEURS NIVEAUX DE**  
**TAUX D'INTERET**

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	Country	Number	Kind	Date
Patent	WO	200297580	A2-A3	20021205
Application	WO	2002US16932		20020529
Priorities	US	2001294851		20010531

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 12027

**Detailed Description:**

...treasury bill, note or bond may be conducted between many parties with all bids and **offers** being anonymously posted on the system to be viewed by all parties. All participants may see all levels of interest.

**Referring** now to Figure 8, in one example of the use of bond trading system 120, the subject trader receives a customer **order**, step 150, to purchase a **specified** quantity of a particular bond. The trader **selects** a **level-of- interest** window 10 for the particular bond and views the full depth of market interest in the bond in the system, as shown by the pending bids and **offers** in **level-of-interest** window 10, step 152.

Utilizing their skill and experience 154, the trader evaluates the **displayed** bids and **offers**, making judgments as to how best to fulfil their **client's interest**, and decides whether or not become the



aggressor, step 155 and take or negotiate with an **offer**. If the decision is not to become the aggressor, step 155N, because the trader judges none of the pending **offers** to be acceptable or negotiable, the trade enters the market on the passive side and...

7/3K/12 (Item 2 from file: 349) [Links](#)

PCT FULLTEXT

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00960334

**MUSIC DISTRIBUTION SYSTEMS**

SYSTEMES DE DISTRIBUTION DE MUSIQUE

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	Country	Number	Kind	Date
Patent	WO	200293798	A2-A3	20021121
Application	WO	2002US15126		20020514
Priorities	US	2001855992		20010515

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 18804

**Detailed Description:**

...the preference information of the entire customer population (or some subset thereof), as well as **order** data, is stored in module 230. Information from modules 220 and 230 is analyzed to...protocol may be used for overwriting onto the hard drive of module 130, the customer **catalog** information may serve to establish a different protocol that will overwrite the less likely to high demand within the customer's primary areas of interest may be **designated** to remain in intermediate storage for a minimum period of time, say one week, regardless of the "traffic" through storage module 130.

Along with music, there is blanket transmission of **catalogs** and other advertising or **customer interest** information. The storage and **display** of this information may be based on customer profiles. For example, an advertisement for a would recognize if any of its users are in any of these **categories** and will appropriately store or not store this advertisement on the hard drive, and may determine to **display** or not **display** this ad on the user's TV catalog. Similarly, advertisements for other related merchandise, like...

7/3K/13 (Item 3 from file: 349) [Links](#)

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00943718

**METHOD FOR PROVIDING SERVICES USING AN INTERNET PORTAL**

**PROCEDE DE PRESTATION DE SERVICES AU MOYEN D'UN PORTAIL INTERNET**

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(Designated only for: US)

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	Country	Number	Kind	Date
Patent	WO	200277861	A1	20021003
Application	WO	2002GB1359		20020321

Priorities	GB	20017220	20010322
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**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

**[EP]** AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

**[OA]** BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

**[AP]** GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

**[EA]** AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 12904

#### **Detailed Description:**

...count, etc. Information about the user may be used to decided if promotion should be **provided** to a user and the promotion may be customised.

As an alternative rather than the... ..to prevent a continual build up of promotions.

It should be noted that the web **pages** shown in Figures 9 and 14, include a 11 suggest a link" hyperlink 117 which allows a user to suggest a link which should be added to the **categories** to promote evolution of the database in response to **customer needs**.

Although not described in detail, in the present application, it will be appreciated that in **order** for the major benefits of the **present** portal website 3 to be realised, it is necessary for a significant number of destination... ..4 to have the capability to receive information gathered by the portal website 3 and **select** and/or modify **web pages** for **presentation** to users in response to this information. It is envisaged that generally conventional software for the dynamic generation of web pages will be **provided** at or in conjunction with the enabled destination sites 4 to make use of the information which can be **provided** by the portal website 3 of the **present** application. In some cases an expert system may be **provided** for enhanced capabilities. Further as is clear from the above description, the information **provided** to one enabled destination site 4 may be different from that provided to another destination...

7/3K/14 (Item 4 from file: 349) **Links**

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00941559

**NETWORK SITE MANAGEMENT**  
**GESTION DE SITES DE RESEAU**

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	Country	Number	Kind	Date
Patent	WO	200275614	A1	20020926
Application	WO	2002AU311		20020319
Priorities	AU	20013822		20010319
	AU	20014816		20010507
	AU	20019336		20011205

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

**[EP]** AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

**[OA]** BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

**[AP]** GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 10756

#### Detailed Description:

...to modify the content displayed when the "Services" link in the navigation panel 106 is **selected**, and may be accessed by selecting the "Services Manager" link 156 in the manager panel...to remove or reorder the items with the links 316. As with all such lists **displayed** by the system, the items in the list may also be reordered by clicking and... ..the What's New window 104 by using the Add Article button 318, and articles **displayed** in the list 314 may be sorted using the Sort Alphabetically button 320.

An industry/interest manager 40 is used to modify the list of topics and/or **categories** that are associated with clients and information/articles on the web site. These **categories** are used to select articles and other information likely to be of **interest** to a given **client**. For example, they may be defined to include specific industries/**interest categories** for **clients**.

Figure 16 shows the industry/ **interest** manager 40 presenting a drop-down menu 162 of **categories**, and a list 164 of industries/interests. The **category** list may be modified by selecting a "Manage/Add **Categories**" button 166, which causes a **category** edit box 168 to be **displayed**, as shown Figure 17, allowing an existing category ' to be renamed, or a new

ry

**category** created.

A client manager 44 is used to create and modify a list of personal... ..of the firm whose clients are listed in the system. Such an administrator may be **referred** to as a client administrator. The client manager 44 allows the client administrator to enter... ..may also be associated with particular topics of interest by selecting entries from a topic **selection** box 171, as shown in Figure 19. The client manager 44 also allows the client... ..search for clients by entering keywords into a client search box 176, or to browse **clients** by **categories** or industries/ **interests**, by **selecting** from a **client** view menu 172, as shown in Figure 20. A list of matching clients is **displayed** in the client match box 178.

An article manager 46 is used to create and modify articles, and topics and **categories** 5 under which articles may be presented. As shown in Figure 21, a list of articles may be **displayed** in an article **display** box 183 by **selecting** a topic from a pull down topic menu 175 and corresponding **category** from a pull down **category** menu 179. Existing articles may be deleted or edited by **selecting** the appropriate link in the article **display** box 183.

Existing topics may be managed, or new topics added by pressing the Manage... ..the web site management system IO when the article is added to the system by **selecting** an "Add then Email" button 188 or an "Add/Update" button 190, as shown in...links to information in articles and FAQs on the web site to be emailed to **clients** who may be interested. First, a drop down box 252 allows an administrator to choose... ..down box 261 in Figure 39, allowing the administrator to allocate recipients by selecting Individual **Clients**, Topics/ **Categories**, and Industry/**Interest**.

For example, if the administrator decides to choose bulk email recipients by industry/interest, a list 224 of industries/interests is **displayed**, as shown in Figure 28.

Alternatively, the administrator may decide to **choose** clients individually, in which case a list 262 of client names is **displayed**, as shown in Figure 39. Individual **clients**, or industry/**interests**, may be **selected** by using check boxes in the corresponding list. Once the selections have been made, a corresponding list of profiled email recipients may be generated and **displayed** in the window 266 by pressing the Add button 264. The profiled mailer 50 allows... ..the check box and edit box 222. After the list of bulk email recipients is **displayed** in the box 266, individual recipients may be removed from the list by **selecting** a remove link 267, before **selecting** the send button 268.

A message 270 is then displayed, confirming the article and the... ..was sent, as shown in Figure 40. A client receiving the email may view the **selected** item by **selecting** the link with their web browser. The management system 10 receives a request 30 containing... ..login information. The client is then allowed to view the item without having to manually **provide** a username and - 16 password to the web site. When the item is viewed, information...

7/3K/15 (Item 5 from file: 349) Links

PCT FULLTEXT

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00939221

**SYSTEM FOR BUYING AND SELLING CLICK-THROUGH TRAFFIC ON INTERNET  
WEB SITES**

SYSTEME D'ACHAT ET DE VENTE DE TRAFIC DE CLICS PUBLICITAIRES SUR DES SITES  
WEB D'INTERNET

**Patent Applicant/Inventor:**

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• **VANDEVELDE Guy**

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**Legal Representative:**

• **CHONG Leighton K(agent)**

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US;

	Country	Number	Kind	Date
Patent	WO	200273344	A2-A3	20020919
Application	WO	2002US6887		20020308
Priorities	US	2001274604		20010309
	US	2001302863		20010703
	US	200296132		20020307

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 11116

**Detailed Description:**

...sale submission page to the buyer.

FIG. 32 is a screen shot example of a **display** page to the buyer listing sellers offering a direct sale.

FIG. 33 is a screen shot example of a **display** page listing all buyers for a seller to view, and FIG.

34 is a listing of buyers in a **selected category**.

FIG. 35 is a screen shot example of a **display** page listing all sellers for a buyer to view, and FIG.

36 is a listing of sellers in a **selected category**.

**Detailed Description of Invention**

**Referring** to FIG. 1, the main processes for a preferred implementation of the **present** invention are illustrated schematically. The Intermediary Web Site (IWS) **offers** facilities on the Internet for facilitating the buying and selling of click-through traffic between the web sites of **interested buyers** and sellers. In the Seller Registration Process, a Seller registers information about its web site in Step 1, submits the style(s) of links to be **displayed** on the Seller's web site in Step 2, and pastes a link code for...

7/3K/16 (Item 6 from file: 349) **Links**

PCT FULLTEXT

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00936032

**SYSTEM AND METHOD FOR PROCESSING ORDERS FOR INTELLIGENT**

**ELECTRONIC DEVICE**

SYSTEME ET PROCEDE POUR LA FABRICATION ET LA CONFIGURATION DE  
DISPOSITIFS ELECTRONIQUES INTELLIGENTS SUR LA BASE DES COMMANDES  
PASSEES PAR LES CLIENTS

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(For all designated states except: US)
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CA; CA(Residence); US(Nationality)  
(Designated only for: US)
- **HANCOCK Martin A**; 1241 Pearce Crescent, Victoria, British Columbia V8X 3S8  
CA; CA(Residence); AU(Nationality)  
(Designated only for: US)
- **GASPER Marcus**; 3015 Earl Grey Street, Victoria, British Columbia  
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(Designated only for: US)
- **VAN DOORN Peter M**; 1465 Cypress Road, North Saanich, British Columbia  
CA; CA(Residence); CA(Nationality)  
(Designated only for: US)

**Patent Applicant/Inventor:**

- **FORTH Bradford J**  
2088 Loren Terrace, Victoria, British Colombia V8S 2H9; CA; CA(Residence); US(Nationality);  
(Designated only for: US)
- **HANCOCK Martin A**  
1241 Pearce Crescent, Victoria, British Columbia V8X 3S8; CA; CA(Residence);  
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	Country	Number	Kind	Date
Patent	WO	200269542	A2-A3	20020906
Application	WO	2002US4820		20020220



Priorities	US	2001791340		20010223
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**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

**[EP]** AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

**[OA]** BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

**[AP]** GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

**[EA]** AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 12386

#### **Detailed Description:**

...provide the capability to clone

I 0 existing installed devices. In this embodiment, the customer **specifies** a serial number, tracking number or other identification such as a network address, e.g... ..type and model of IED, the installed optional hardware and custom frameworks to generate the **order** for the new IED. The communications between the existing IED and the **order** processing interface is preferably secure but maybe unsecured as well. This functionality enables a customer to easily **order** new IED's configured exactly like existing IED's without having to remember the configuration information or de-install the device.

In another embodiment, an interface is **provided** to assist a customer who is unsure of what configuration they need for their application. This interfaces performs an assessment, such as through an interactive **hierarchical** series of interrogatories **presented** via a **web page**, to determine the custom **needs** of the particular **customer**. Once the **needs** are assessed, the interface computes a custom configuration, including the IED type and model, the... ..to various specific questions with pre-defined custom configurations.

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At each step of the **order** process, as the configuration is determined, the interface validates the **choices** of the customer. In an alternative embodiment, the validation is a batch process which occurs once the customer has finished **specifying** the desired configuration. A particular choice may be invalid where the specified type or model...

7/3K/17 (Item 7 from file: 349) [Links](#)  
PCT FULLTEXT

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00933073

**METHOD AND APPARATUS FOR GENERATING RECOMMENDATIONS FOR  
CONSUMER PREFERENCE ITEMS**

PROCEDE ET APPAREIL PERMETTANT DE GENERER DES RECOMMANDATIONS POUR  
DES ARTICLES DE PREFERENCE DES CONSOMMATEURS

**Patent Applicant/Inventor:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200267086	A2	20020829
Application	WO	2002US4464		20020215
Priorities	US	2001785847		20010216

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 6120

**Detailed Description:**

...able to identify some items, but not enough items to form a basis for making **recommendations**. Consequently, in one embodiment of the invention, the customer is prompted to respond to displayed... ..information in response to choices displayed at the terminal by a category filter 202. The **displayed** choices structure the information entered by the customer and reduce the amount of information that must be entered in **order** to

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simplify the generation of the customer profile. The choices made by the customer... ..possible number of choices and make the information entry faster. For example, the first choices **displayed**

can be a plurality of broad item **categories** that define potential areas of **interest** to the **customer**. **Categories** that are not **selected** by the customer allow the profile generator to eliminate classes of items that are of no **interest** to the **customer**. In order to ensure complete coverage of all possible items, the **category choices** are broad format descriptors that represent all of the items in the database 214. For example, in the case of a music **recommendation** system, the **category** choices might be music styles, such as 1) new popular; 2) old popular; 3) new... 6) smooth jazz; 7) oldies; 8) hip hop; and 9) rhythm and blues. The aforementioned **categories** are for purposes of illustration only; different **categories** could be used that would be known to be equivalent by those skilled... of items in the category and assist the customer in deciding whether to select that **category**. For example, in the case of a music system, each **category**, or music style, may have a list of artists who have recorded songs in that **category** to be displayed along with the **category** name so that the consumer can associate brand names with the **category** name.

[25] In response to the **category** display, the customer may select one or more **categories** that are of **interest** to him. The **customer category** selections are indicated schematically in Figure 2 as arrow 200 and are provided to the **category** filter 202. The **category** filter 202 provides the **category** selections as indicated by arrow 204 to a sample profile item generator 206 that further... customer profile by generating and displaying a plurality of profile sample items for each selected **category**. Each profile sample item consists of information identifying a preference item that represents a subset or a substyle of each selected **category**. In the case of a music recommendation system, the profile sample items can be representative... selected the "new popular" music category referenced above, the following songs and artists might be displayed.

6

[26] Artist Title Rating

[27] 1 Brittany Spears Oops! 1 2 3 4 5...

7/3K/18 (Item 8 from file: 349) [Links](#)

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00911746

**A GENERIC TRANSACTION SERVER**

**SERVEUR DE TRANSACTION GNERIQUE**

**Patent Applicant/Patent Assignee:**

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(Designated only for: US)
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(Designated only for: US)

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	Country	Number	Kind	Date
Patent	WO	200244891	A2-A3	20020606
Application	WO	2001DK800		20011130
Priorities	DK	20001802		20001130
	US	2000253929		20001130

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 25765

**Detailed Description:**

...and a 1 0 documentation repository.

With Push Campaigns Marketing can create Campaigns that address **selected** customers.

For instance Marketing can.

Create a "Push" Campaign, being a means to select a... ..defined period of time

Review the customer set

Release the Campaign

With Subscription Campaigns The **Customer** can register an **interest** in **categories** of 25 information, such as product lines and Marketing can.

Pull reports on how many **customers** are **interested** in the different **categories**

Create a new campaign

Request automatic release of the Campaign, or process it as a ... ..can build and maintain a structured documentation repository (in national languages), as a combination of **web pages** and multimedia files (such as Adobe Acrobat).

The customer can.

Jump to Documentation items from the **catalogue** pages, either from a **category** or from an item.

Search for information from the Shop (via keywords)

Find information via... ..Customer Support

Customer Support handles preferably.

Search for an Order (and see both Customer and **Order** information)

Search for a Customer (and see his information and his **orders**)

Create or see a 'ticket'- a text entered by Customer support as a registration of a complaint or follow-up action.

Change an **Order**

Create No-Charge **orders** (replacement **orders**) either identical to the original **order**, leave something out or add items (such as free gifts)

Create refunds (or requests for...

7/3K/19 (Item 9 from file: 349) [Links](#)

PCT FULLTEXT

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00899505

**INFORMATION STORAGE AND RETRIEVAL ARCHITECTURE**

QUESTIONS ASSOCIEES A UNE ARCHITECTURE DE STOCKAGE ET D'EXTRACTION  
D'INFORMATIONS UTILISANT DES ELEMENTS DE L'INTERNET

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

- **BINGHAM Marcel(et al)(agent)**  
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	Country	Number	Kind	Date
Patent	WO	200233594	A2-A3	20020425
Application	WO	2001US32314		20011017
Priorities	US	2000241447		20001017
	US	2000241273		20001017
	US	2001981340		20011016

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 29216

**Detailed Description:**

...contains the information he is looking for.

7 2 The reason the problem exists

In **order** for a customer to discover the e-book vendor, the customer is expected to use one or both of the following two technologies. The customer may **chose** to use a search engine that crawls the web to **categorize** all the textual infonnation into broad **categories** as some web portals do. Or the customer may **chose** to use a search engine that **catalogs** the open textual information to create a searchable index that tries to correlate user entered key words to some document that may be of **interest** to the **customer**. In both scenarios, the search engines will not be able to use the text contained...

7/3K/20 (Item 10 from file: 349) [Links](#)

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00893455

**E-COMMERCE SALES SUPPORT SYSTEM USING A VENDOR-SPECIFIC PRODUCT  
DECISION QUESTIONNAIRE**

SYSTEME DE SOUTIEN POUR VENTES ELECTRONIQUES AVEC QUESTIONNAIRE  
PERMETTANT D'ORIENTER LA DECISION EN FONCTION DES PRODUITS SPECIFIQUES  
AU VENDEUR

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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Freedom Square, Reston, VA 20190-5601; US;

	Country	Number	Kind	Date
Patent	WO	200227601	A2-A3	20020404
Application	WO	2001US29786		20010925
Priorities	US	2000669251		20000925

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;

UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 10137

**Detailed Description:**

...for identifying other products such as a financial service

12

or product.

The product decision **questionnaire** comprises a series of **customer** input **Web pages** 220, which can be thought of as a set of product non-specific (or template) user interfaces. It is desirable that the number and content of these pages 220 be **selected** by the **presentation** logic 132 to solicit and collect only the information (product criteria) needed for searching the... ..a mapping table database 134 having a plurality of mapping tables 210 that correspond to **categories** of goods or services offered by the e-commerce vendor 180. For example, the e... ..may sell all types of sporting goods, and a relatively generic mapping table 210 is **provided** for each of a number of goods categories, such as tents, sleeping bags, cooking equipment... ..has ready access to a listing of all of the categories of goods and services **provided** by each e-commerce vendor 180 and a mapping table 210 is created and stored...

7/3K/21 (Item 11 from file: 349) [Links](#)

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00891349

**A METHOD AND SYSTEM FOR IPV6/H.323 PROTOCOL BASED ON-  
DEMAND/MULTIDIRECTIONAL MULTIMEDIA COMMUNICATION, IN A LOCAL  
BROADBAND NETWORK INFRASTRUCTURE**

PROCEDE ET SYSTEME DESTINES A LA COMMUNICATION MULTIMEDIA  
MULTIDIRECTIONNELLE/A LA DEMANDE FONDEE SUR LES PROTOCOLES IPV6/H.323  
DANS UNE INFRASTRUCTURE DE RESEAU A LARGE BANDE LOCAL

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**Legal Representative:**



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	Country	Number	Kind	Date
Patent	WO	200225461	A1	20020328
Application	WO	2001US29358		20010919
Priorities	US	2000665477		20000920

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 8162

**Detailed Description:**

...her/its ID and password being authenticated at 502. Then, the communicator's client system **displays** a menu of information **categories**, as Message (503A), Scheduler (503A), Data Storage (503A), Bulletin Board that includes **classified** advertisements for common usage (503B), Directory (503C), and Yellow Pages (503D). After the communicator **select** the information **category**, he/she/it can either **display** or download the information or data file in his/her/its **client** system 504. If the communicator **needs** to communicate with a desired party at 504, LEXEi will establish H.323, and/or...

7/3K/22 (Item 12 from file: 349) [Links](#)

PCT FULLTEXT

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00889286

**PROJECT CUSTOMIZED BUSINESS TO BUSINESS DEVELOPMENT WITH INDEXED  
KNOWLEDGE BASE**

ELABORATION INTER-ENTREPRISES PERSONNALISEE DE PROJETS A BASE DE  
CONNAISSANCES INDEXEE

**Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200223448	A1	20020321
Application	WO	2001US28986		20010912
Priorities	US	2000660312		20000912
	US	2001774447		20010130

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 12704

**Detailed Description:**

...Website overview showing system 200, which is constructed in accordance with an embodiment of the **present** invention.

In this embodiment, Internet appliance(s) 16A-n send(s) an instruction 24 to... 15A-n is launched into screen 28, which displays a group of predetermined navigable super **categories**. The super **categories** are entry points into the indexed knowledge base 38, and may be dimensions of the indexed knowledge base.

A super **category** is a pre-determined **category** selected according to certain criteria that approximate the information according to a certain type of customer/user need. Such a super **category** could be determined by creating a well thought through market place directory, similar in idea to the yellow pages. In this

case, a super **category** may include sub **categories** and resources likely to fulfill the **needs** of a **customer/user** who initiates a search under a specific super **category** heading. As an illustrative example, super **categories** may include, but are not limited to, Operating Region 30, Operating Country 32, Industry Sector... ..Supporting Services 36, or Project Life Cycle 37. An advantage of navigating through a super **category** is that the sub- **categories** under that super **category** and the URL resources associated with that super **category** are well defined and conveniently sorted. In this way, the customer/user 15A-n is... ..defined super categories, and is efficient in that it is limited to searching the specially **selected** URLs 40 included in the indexed knowledge base 38, rather than the entire universe of...

7/3K/23 (Item 13 from file: 349) **Links**

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00887165

**AUTOMATIC RECOMMENDATION OF PRODUCTS USING LATENT SEMANTIC INDEXING OF CONTENT**

RECOMMANDATION AUTOMATIQUE DE PRODUITS A L'AIDE D'UN INDEXAGE SEMANTIQUE LATENT DE CONTENU

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	<b>Country</b>	<b>Number</b>	<b>Kind</b>	<b>Date</b>
Patent	WO	200221335	A1	20020314
Application	WO	2001US25899		20010817
Priorities	US	2000653917		20000901
	US	2000653025		20000901

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;

GR; IE; IT; LU; MC; NL; PT; SE; TR;

Publication Language: English

Filing Language: English

Fulltext word count: 9128

**Detailed Description:**

...to FIG. 2, there is shown screen display 200 which results from submitting the Search **request** of FIG. 1 to the system. In particular with reference to **display** 200, box area 201 ...the documents located in the search and categorized according to the category titles. For instance, **referring** now to document title category 220 "Family of Requirements", 2 documents were located as a... ..64CD-I-IUSER entitled " Lata Switching Systems Generic Requirements - January 1999". Similarly, under document title **category** 230, reference numeral 231 identifies the single document located in the search, namely, GR-2930... ..document having reference numeral 23 1. To facilitate access to such details, each document is **presented** on screen **display** 200 as a hypertext link, so that the **purchaser needs** only to "click on" the document, either its document reference number (e.g., GR2930) or... ..purchaser calls into view the details of the single document under the "Generic Requirements" document **category** 230 by clicking on GR 8

The detailed information pertaining to this document **presented** to the purchaser as a result of clicking on GR-2930 is shown in screen **display** 300 of FIG. 3. In particular, the ABSTRACT of the document, **referred** to by reference numeral 301, is displayed in the upper portion of screen display 300...

7/3K/24 (Item 14 from file: 349) Links

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00873309

**A DATA-PROCESSING METHOD AND SYSTEM FOR ESTABLISHING A  
PERSONALIZED RANKING OF FINANCIAL INVESTMENT PRODUCTS FOR AN  
INVESTOR**

**PROCEDE ET SYSTEME DE TRAITEMENT DE DONNEES PERMETTANT D'ETABLIR UN  
CLASSEMENT PERSONNALISE DE PRODUITS D'INVESTISSEMENT FINANCIER A  
L'INTENTION D'UN INVESTISSEUR**

**Patent Applicant/Patent Assignee:**

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(For all designated states except: US)

- **GAINI Francesco Maria**; Via Moscova, 22, I-20121 Milano  
IT; IT(Residence); IT(Nationality)  
(Designated only for: US)

**Patent Applicant/Inventor:**

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**Legal Representative:**

- **SINISCALCO Fabio(agent)**  
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	Country	Number	Kind	Date
Patent	WO	200205618	A2	20020124
Application	WO	2000IB986		20000718
Priorities	WO	2000IB986		20000718

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: Italian

Fulltext word count: 10830

**Claims:**

...the plurality of time

bases, and stored in the database, and the calculation of the **indicator** parameter as a weighted average of the weighted average of the performance and of the... ..on the time window.

13 An interactive method of establishing a

personalized composition of a **portfolio** of shares in mutual funds for an investor within a telecommunication network architecture of the client-server type, which **provides** under the control of a service **provider's** server, system: for the provision of a database of available mutual funds in which, for each mutual fund, information relating at least to the **category** to which the mutual fund belongs, and to its performance over a plurality of time... ..questions suitable at least for identifying an investment time frame of an investor, and upon **request** by an investor's client system, for the transmission of the at least one **questionnaire** to the **client** system, under the control of the client system: for the **display** of the at least one questionnaire to the investor, for the acceptance of -replies

entered... ..profile comprising at least one @time frame of theinvestor,for 'the calculation of an indicator parameter for5 each mutual fund in the database, in which thecalculation of the...

7/3K/25 (Item 15 from file: 349) [Links](#)

PCT FULLTEXT

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00873197

**METHOD FOR EVALUATING ACTIVITY-BASED COSTS OF A COMPANY**  
**METHODE D'EVALUATION DES FRAIS RELATIFS A UNE ACTIVITE POUR UNE**  
**ENTREPRISE**

**Patent Applicant/Patent Assignee:**

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US; US(Residence); US(Nationality)

**Legal Representative:**

- **Benson Joel(agent)**

Brinks Hofer Gilson & Lione 455 N. Cityfront Plaza Drive, Chicago, IL 60611-5599; US;

	Country	Number	Kind	Date
Patent	WO	200207367	A2	20020124
Application	WO	2001US22250		20010717
Priorities	US	2000618286		20000718

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;  
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 4134

**Detailed Description:**

...stored by the server to allocate costs of the company.

One method consistent with the **present** invention allocates costs of a company by storing, on a server, a company profile, including... ..of the company via a browser running on a client computer, the input including a **rank** corresponding to an activity performed by the employee. The server calculates an employee cost of the activity based on the **rank**.

Another method consistent with the **present** invention allocates a cost of an activity performed by an employee of a company by sending a survey **request** for an HTML document containing a survey about the activity from a browser running on a client computer to a server. The HTML document containing the **survey** is **displayed** on the **client** computer. The **survey** includes a set of questions and a set of input components corresponding to the set... ..An employee cost of the activity is calculated based on the input.

Consistent with the **present** invention, a user interface is **provided** for collecting information from an employee of a company. The user interface is **presented** to an employee using a client computer running a browser, and includes four components and...

7/3K/26 (Item 16 from file: 349) [Links](#)

PCT FULLTEXT

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00865418

**A METHOD AND SYSTEM FOR PLANNING, CONFIRMING AND PURCHASING A  
CUSTOMIZED VACATION OVER A COMMUNICATIONS NETWORK**

PROCEDE ET SYSTEME PERMETTANT DE PLANIFIER, DE CONFIRMER ET D'ACHETER  
DES VACANCES PERSONNALISEES SUR UN RESEAU DE COMMUNICATIONS

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

- **BEATON Glenn K(et al)(agent)**

Gibson, Dunn & Crutcher LLP, Suite 4100, 1801 California Street, Denver, CO 80202; US;

	Country	Number	Kind	Date
Patent	WO	200199013	A1	20011227
Application	WO	2001US19775		20010621
Priorities	US	2000602065		20000623

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 10413

**Detailed Description:**

...obtain the price for--this vacation with many different available options.

This Web page also **provides** the customer with the options to purchase, hold or continue customizing this vacation by clicking... "Purchase Now" select button, 2809. -The vendor's server computer system will then complete the **transaction** by verifying billing ... changing travel components in those prepackaged vacations. When the customer begins the planning process at **Web page 500** (shown in FIG. 5), the customer can search for prepackaged vacations based on factors such as the primary

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destinations desired by the **customer** and the **customer's interests**. As shown in FIG. 29, a customer has **chosen** from the pull down menu for primary destinations the city of "Paris" 2901. This pull down menu also contains many other European cities that a customer can **select**. The customer has also identified "Historic & Cultural Sites" 2902 as the **customer's interest** at this destination. This pull down menu contains many other **categories** of interests such as Highlights & Must Sees, Museums & Expositions, Art & Music, Charming Places, Beautiful Natural Sites and other **categories**. When the customer has entered the **customer's** primary destinations and **interests**, the **customer** can click on the "Go" select button 2903 to transmit the search information to the... as well.

-button 2903, the vendor's server

After the customer clicks on the "Go" **select**

arches through the prepackaged tours offered by this vendor and computer system server...



7/3K/27 (Item 17 from file: 349) [Links](#)

PCT FULLTEXT

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00865411

**SYSTEM AND METHOD FOR ENHANCING BUYER AND SELLER INTERACTION  
DURING A GROUP-BUYING SALE**

**SYSTEME ET PROCEDE PERMETTANT D'AMELIORER L'INTERACTION ENTRE  
ACHETEUR ET VENDEUR DURANT UNE VENTE COLLECTIVE**

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	Country	Number	Kind	Date
Patent	WO	200198997	A1	20011227
Application	WO	2001US19103		20010613
Priorities	US	2000596921		20000619

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

**[EP]** AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

**[OA]** BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

**[AP]** GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

**[EA]** AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 27635

**Detailed Description:**

...as an ordinarily skilled artisan will recognize, the invention is equally applicable to telephones that **provide** information in an aural only format, such as a conventional touch-tone telephone. Of course... ...with a variety of selections that may condition how the buyer proceeds; e.g., the **display** 1 0 1 may represent the top of a menu tree for the buyer. Suppose, for example, that the buyer

**chooses** to browse through a list of featured items for various on-line group-buying sales. In such a case, the buyer is then directed to a **display**, such as a **display 1 1 02**, that allows the buyer to **choose** a product/service **category** that represents his further interests. On the other  
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hand, the buyer may alternatively **choose** from the **display 1101** to search for a particular featured item. In such a case, the buyer may be directed to a **display**, such as a **display 1103**, that allows the buyer to enter some form of description for the product/service that **interests** the **buyer**. Suppose the **buyer** enters a description such as "DVD" and then actuates a "flnd" utility. In this case, the on-line group-buying mechanism may eventually provide a **display**, such as a **display 1 1 04**, to the buyer that provides the results of the search **requested** by the buyer. Of course, a buyer could utilize voice-activated prompts to accomplish participation...

7/3K/28 (Item 18 from file: 349) Links

PCT FULLTEXT

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00862509

#### **INTERACTIVE BUSINESS MATCHING AND PROMOTION**

ETABLISSEMENT DE CORRESPONDANCES POUR DES TRANSACTIONS  
COMMERCIALES INTERACTIVES ET PROMOTION DE CELLES-CI

#### **Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200195224	A1	20011213
Application	WO	2001US18646		20010611
Priorities	US	2000210398		20000609
	US	2000708694		20001107

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English  
Filing Language: English  
Fulltext word count: 6029

#### Detailed Description:

...Postings created by subscribers into the Distribution Engine are transmitted to appropriate ETO systems to **provide** maximum distribution of customer Trade Posting. A centralized Listserv is established in **order** to integrate the ETO's into one system. A Listserv is a small program that...  
...distribute future e-mail postings to every subscriber.

Customers can post or import products into **Catalogs**. The **Catalog** can be stored in the system, as well as third party, databases that are integrated into the Customer Trading Distribution system using XML. The Customer Trading Distribution system then routes **Catalog** items to **interested customers** based on fields in the **Catalog** item that match a customer's Customer Trading Profile. **Catalog** items can be customized for specific industries by adding additional fields and parameters. These custom...  
...the matching custom fields in the Customer Trading Profile to effect precision, industry specific, matching. **Catalog** items can include fields such as Country of origin, Product type, Product Title, Industry classification, Product sub-category, Product price, etc.

Products and services can be posted into auctions and/or moved from **Catalogs** into an Auction. The Customer Trading Distribution Engine supports various auction types. In the Open... Whenever the customer logs onto the system, a list of his Customer Trading Alerts is **displayed** with the number of matches currently in the system. The customer then reviews these matches online. There are two aspects to viewing a **display** of products that match Customer Trading Profiles. First, matching products are **displayed** in a summary

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format to allow a **customer** to quickly determine their **interest**. The organization and information **displayed** in the summary is flexible and may be variable, including, for example, how the **display** is organized (by **buy / sell categorization**) or by product type (Trade Posting, **Catalog**, Auction). It may also include Summary information options such as product name, price, current bid... ...consists of clicking on the product name, which causes details of the product to be **displayed**.

These details include but are not limited to the full product information stored in the... ...or customer that posted the product, including demographics, size, financial risk analysis, etc.; options to **buy** the product, place a bid or negotiate with the seller using a secure contact form... ...icon that links the currency converter to the price field.

The Customer Profile database component **provides** critical information that is used by potential new customers to evaluate doing business with each ...web page. The customer is given the option to delete a Customer Trading Profile by **selecting** the appropriate "Delete" check box 701. As discussed above, the Trade Matching Engine component of... ...under "Customer Trading Name". Fig. 7B illustrates a screen shot of a web page that **displays** the Customer Trading Profile of one particular

item, in this case, "Computer Buyers". There are... ..in the Customer Trading Profile will be the same as those in the Trade Posting, **Catalogs** and Auction databases. As discussed above these fields can be customized based on the specific... ..The "Interest" field 706 has mutually exclusive settings. In other words, either the "Looking to **Buy**" or the "Looking to Sell" option can be **selected** but not both. The "Category" field 707 also **provides** a mutually exclusive **selection**. The "Keyword" fields 709 are fields that increase matching precision.

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A customer who has... ..database. The customer simply clicks on the "Create Trade Posting" menu-item 800 and the **web page**, such as that of Fig. 8, is displayed. As discussed above, the fields 801 in...

7/3K/29 (Item 19 from file: 349) **Links**

PCT FULLTEXT

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00858385

**METHOD AND APPARATUS FOR PROVIDING CUSTOMIZED INFORMATION**  
**PROCEDE ET APPAREIL SERVANT A METTRE A DISPOSITION DES INFORMATIONS**  
**PERSONNALISEES**

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	<b>Country</b>	<b>Number</b>	<b>Kind</b>	<b>Date</b>
Patent	WO	200191348	A1	20011129
Application	WO	2001US16198		20010521
Priorities	US	2000205251		20000519

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 15090

#### **Detailed Description:**

...refreshed often, in accordance with the capabilities of the web-site and the third party **provider**. In some embodiments, an individual user may specify which market charts he wants to see...  
...information.

Kiosk area 435 in the embodiment depicted in FIG. 4 provides access to various **publications** that may be of interest to the user, in various **categories**, including newspapers, trade press, broadcast, web-sites, internal, and other. The set of **categories** presented typically varies from **customer** to **customer**, based on the **survey** results, and feedback from the customers to the provider. In some embodiments, moving a mouse cursor over one of the **categories** presents a pop-up window, which provides links to - 23 **publications** under that **category**. "Clicking" on one of these links will operate to **provide** access to a particular **publication**. In some embodiments, the links are customized to suit the **needs** of each **customer**.

Area 440 **provides** streaming headlines from third party news and information providers. In some embodiments, clicking on a headline **provides** a large pop-up window containing the story **designated** by the headline. The streaming news is customized for each customer, and can be further... ..and choosing the expert to whom to direct the email.

Clicking on Webcast button 460 **provides** the same functionality as described in connection with clicking webcast tab 425. Clicking database button... ..1 1 0 has been selected, and area 1 1 15 enables the user to **select** the regions, sectors, and competitors for which he wants information **displayed** on his information portal. In this embodiment, the regions list 1 1 16 includes all regions, from which the user must **select** three. Sectors list 1 1 17 lists the set of sectors 0 (subject matter areas) identified for the **customer** in the **survey** and feedback from the 25 **customer** to the provider. The user can **select** any or all of these sectors. Competitors list 1 1 18 comprises a list of competitors generated as a result of the survey and subsequent feedback. The user may **select** any or all competitors, and the competitor information is then **displayed** in area 432 of the screen 405 on FIG. 4.

On screen 1 1 05, **selecting** intellikiosk tab 1 120 calls up a **display** in area 1 1 15 that enables the user to **select** the **categories** of **publications** which the user is interested in having access to via the kiosk button 435 on FIG. 4, and subscription tab 1125 enables the user to **choose** the specific publications in those categories.

In some embodiments, the "profile" function gives the user...the coverage assignments of the provider's analysts. In some embodiments, the "profile" function provides **designated** users an email link that enables them to comment on the 5 quality of the...

7/3K/30 (Item 20 from file: 349) [Links](#)

PCT FULLTEXT

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00857328

**SYSTEM FOR PRESENTING CUSTOMER CONSTRAINED PURCHASE CHOICES IN AN ON-LINE STORE**

SYSTEME DE PRESENTATION DE CHOIX D'ACHATS CONTRAINTS AUX CLIENTS DANS UN MAGASIN EN LIGNE

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200191019	A1	20011129
Application	WO	2001US17127		20010525
Priorities	US	2000579096		20000525

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 6382

**Detailed Description:**

...of time, for purchase through a cyber-store.

Turning first to the "browser" functionality and referring to Figs. 3a-3j, there is shown in Fig. 3 a a flow diagram for... merchant website 13 8, the customer will be presented with an initial Web or home **page 300**, which in the specific implementation is shown in the form of Fig. 3b. Among... in the form of icons or hyperlinks, there are presented a number of top level **categories** ("TLC") representing shoe categories for women, men, girls, boys, infants and specialties. If the customer clicks on a TLC of interest to them, the customer is then presented with a **Web page 302** of the kind shown in Fig. 3c, which prompts the **customer** to identify the size of **interest** for the specified TLC. Once the customer specifies size, the customer is then presented with the **Web page 304** as shown in Fig. 3d, which prompts the user to select one of the following categories.

dress & casual, athletics, boots, speciality or accessories. The categories shown on **Web page 304** are those that contain available-for-purchase shoes in the size previously specified by the customer. Once the customer selects a **category**, a **Web page 305**, as shown in Fig. 3e, is **displayed** which shows a list of available shoes in the category 1 5 selected, at which... a particular shoe for viewing. After selecting a particular shoe, the customer is presented with **Web page 306**, as shown in Fig. 3f, which permits the customer to view the specifically... If the customer chooses to add the shoe to their shopping bag, they will be **presented** with Web page 308, as shown in Fig. 3g. Next, the customer can access their...

7/3K/31 (Item 21 from file: 349) [Links](#)

PCT FULLTEXT

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00857279

**METHOD AND APPARATUS FOR PROVIDING CUSTOMIZED INFORMATION  
PROCEDE ET DISPOSITIF DE FOURNITURE D'INFORMATION PERSONNALISEE**

**Patent Applicant/Patent Assignee:**

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US; US(Residence); US(Nationality)

**Legal Representative:**

- **WHITE Grady L(agent)**  
Covington & Burling, 1201 Pennsylvania Avenue, N.W., Washington, DC 20004-2401; US;

	Country	Number	Kind	Date
Patent	WO	200190944	A1	20011129
Application	WO	2001US16093		20010518
Priorities	US	2000205251		20000519

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

**[EP]** AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

**[OA]** BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

**[AP]** GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

**[EA]** AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 15101

#### **Detailed Description:**

...refreshed often, in accordance with the capabilities of the web-site and the third party **provider**. In some embodiments, an individual user may specify which market charts he wants to see... ..system, such as an intranet. In one embodiment, individual employees of a customer company can **choose** what types of information they will receive in area 432. This option is discussed in access to various **publications** that may be of interest to the user, in various **categories**, including newspapers, trade press, broadcast, web-sites, internal, and other. The set of **categories** presented typically varies from **customer to customer**, based on the **survey** results, and - 23 feedback from the customers to the provider. In some embodiments, moving a mouse cursor over one of the **categories** presents a pop-up window, which provides links to **publications** under that **category**. "Clicking" on one of these links will operate to provide access to a particular **publication**. In some embodiments, the links are customized to suit the **needs** of each **customer**.

Area 440 **provides** streaming headlines from third party news and information providers. In some embodiments, clicking on a headline **provides** a large pop-up window containing the story **designated** by the headline. The streaming news is customized for each customer, and can be further... ..and choosing the expert to whom to direct the email.

Clicking on Webcast button 460 **provides** the same functionality as described in connection with clicking webcast tab 425. Clicking database button... ..1 1 0 has been selected, and area 1 1 15 enables the user to **select** the regions, sectors, and competitors for which he wants information **displayed** on his information portal. In this embodiment, the regions list 11 16 includes all 25 regions, from which the user must- **select** three. Sectors list 1 1 17 lists the set of sectors (subject matter areas) identified for the **customer** in the **survey** and feedback from the **customer** to the provider. The user can **select** any or all of these sectors. Competitors list 1118 comprises a list of competitors generated as a result of the survey and subsequent feedback. The user may **select** any or all competitors, and the competitor information is then **displayed** in area 432 of the screen 405 on FIG. 4.

On screen 1 1 05, **selecting** intellikiosk tab 1 120 calls up a **display** in area 1 1 15 that enables the



user to **select** the **categories** of **publications** which the user is interested in having access to via the kiosk button 435 on FIG. 4, and subscription tab 1125 enables the user to **choose** the specific publications in those categories.

In some embodiments, the "profile" function gives the user...the coverage assignments of the provider's analysts. In some embodiments, the "profile" function provides **designated** users an email link that enables them to comment on the quality of the provider...

7/3K/32 (Item 22 from file: 349) Links

PCT FULLTEXT

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00855454

**APPARATUS AND METHOD FOR PROVIDING AND UPDATING RECORDED AUDIO MESSAGES FOR TELECOMMUNICATION SYSTEMS**

APPAREIL ET PROCEDE PERMETTANT DE FOURNIR ET DE METTRE A JOUR DES MESSAGES AUDIO ENREGISTRES POUR DES SYSTEMES DE TELECOMMUNICATION

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200189178	A2-A3	20011122
Application	WO	2001US15602		20010515
Priorities	US	2000571660		20000515

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

Publication Language: English

Filing Language: English

Fulltext word count: 5829

**Detailed Description:**

...personal computer being used by the business customer with the personal computer at the service **provider** location. The business customer who has accessed the TRRAPPS Web site can call up the...  
...audio program is being ordered, the business customer could link to a TRRAPPS active Web **page** and call up a sample blank script that can be **selected** from a database of stored sample scripts that are **categorized** by business type, e.g., automotive sales, retail, healthcare, etc. After having **selected** and called up a sample blank script the business customer using the TRRAPPS active Web **page** can complete, edit and identify the finalized script for linking to the service provider personal computer. In addition to **selecting**, completing and editing. a sample blank script, the customer business employee also can **select** a type of music, e.g., classical, soft rock, etc. from a database of music selections accessible on another TRRAPPS Web **page** .

Alternatively, the business **customer** can call up a form **questionnaire** that the business **customer** can complete and identify for linking to the service provider personal computer where the provided information would be used by the service **provider** to create a customized script for the business customer. The customized script then would be... ..customer.

After an approved script has been loaded on the TRRAPPS Web site and a **selection** or **selections** of music to be dubbed into an audio program have also been loaded on the...

7/3K/33 (Item 23 from file: 349) **Links**

PCT FULLTEXT

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00852900

## **METHOD AND APPARATUS FOR MARKETING WITHIN A COMPLEX PRODUCT SPACE**

PROCEDE ET SYSTEME DE COMMERCIALISATION DOTE D'UN ESPACE DES PRODUITS COMPLEXE

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US; US(Residence); US(Nationality)  
(Designated only for: US)
- **FASCIANO Mark**; 370 North Westlake Bouelvard, Suite 140, Westlake Village, CA 91362  
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(Designated only for: US)
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**Legal Representative:**

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Christie, Parker & Hale LLP, P.O. Box 7068, Pasadena, CA 91109-7068; US;

	Country	Number	Kind	Date
Patent	WO	200186560	A1	20011115
Application	WO	2001US14989		20010508
Priorities	US	2000203518		20000508
	US	2000217618		20000711
	US	2001753985		20010102

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ; UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 11005

**Detailed Description:**

...the customer's paired dealer will be used by the build engine to create a **recommended** system. A customer 20 uses a browser 800 to request and receive a previously described... questionnaire is filled out. The browser formats the data in the questionnaire into a system **request** 850 and sends the system **request** to the merchandising portal website. The merchandising portal website sends the questionnaire data 83...880 from the systems database and determines the system case that most closely matches the **customer's questionnaire** using a fuzzy logic algorithm. to be described. The best matched system. case 890 is... system case is formatted into a system document 890 describing

the recommended system. Alternatively, a **hierarchical** list of system cases is sent to the merchandising portal website. The **hierarchical** list is structured so that recommended systems can be extracted from the **hierarchical** list from the most closely matched system to the least closely matched system. The **hierarchical** list is used to suggest alternative recommended systems that are still closely matched to the system requirements **specified** in the **customer questionnaire**. The system document is sent to the browser and **displayed** to the customer. The customer approves 825 the **recommended** system and the browser sends a **request** to store the system 890 to the merchandising portal website. The merchandising portal website sends the **recommended** system 830 to the customer database for further use. In an alternative embodiment, the customer may alter the **recommended** system by upgrading and downgrading subsystems within the system.

FIG. 9 is an illustration of...

7/3K/34 (Item 24 from file: 349) [Links](#)

PCT FULLTEXT

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00846416

**SYSTEM AND METHOD FOR DISSEMINATION OF COUNSELING AND ADVICE IN A DISTRIBUTED NETWORKING ENVIRONMENT**

SYSTEME ET PROCEDE DE REPARTITION DE RELATIONS THERAPEUTIQUES ET DE CONSEILS DANS UN ENVIRONNEMENT DE RESEAU DISTRIBUE

**Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200180138	A1	20011025
Application	WO	2001US12427		20010417
Priorities	US	2000197961		20000417

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

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GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;

MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 6140

**Detailed Description:**

...system can  
access the system by either the web site or a telephone call  
in **order** to be connected to a counselor. Via the web site,  
the client **selects** 'Find a Doctor', after which the system  
**displays** a page **displaying** various counselor **categories**. An  
example of a **web page** used for finding a counselor is  
depicted in FIG. 9. These **categories** include area of  
specialization, language spoken, and the counselor's gender.

9

This enables the system to find a list of counselors best  
matched to the client's **needs**. After the **client** submits the  
page, the system returns another **web page**, an example of  
which is depicted in FIG. 10f to the client that **displays** a  
list of available counselors for the **categories selected** by  
the user. This page depicts the counselor's name, degree,  
ID number, status, and... ..online and available, counselor 1002 is online and in  
session, and counselors 1003 are offline. **Selecting** the  
"Schedule" button displays that counselor's schedule page to  
the client. An exemplary schedule... ..include those channels over  
which the counselor is available. To schedule an  
appointment, the client **selects** either the "Talk Now" link  
for an immediate appointment, or else enters the date, time ...

7/3K/35 (Item 25 from file: 349) **Links**

PCT FULLTEXT

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00839965

**PROCUREMENT SYSTEM AND METHOD HAVING INTERACTIVE FUNCTIONALITY**  
**SYSTEME ET PROCEDE D'APPROVISIONNEMENT A FONCTIONNALITE INTERACTIVE**

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134 Lessay, Newport Coast, CA 92657; US; US(Residence); SE(Nationality);

**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200173645	A1	20011004
Application	WO	2001US10529		20010328
Priorities	US	2000537584		20000328

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

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GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English  
Filing Language: English

Fulltext word count: 7967

**Detailed Description:**

...and to visualize the product or components.

A method for product procurement consistent with the **present** invention may be initiated by the requesting of information from a customer at a terminal connected to the Internet. The customer may **provide** the information **requested** through a remote server maintained by a merchant. The customer is logged in to a... ..The customer is provided with an interface from which all the major functions of the merchant's system can be reached. From the interface the customer may **select** various components and products of **interest** to the **customer**. The **customer's selection** information is processed by the merchant's server.

In the **present** invention, the simulation objects of component and product are preferably stored as data in a database and **provided** on demand, online to the customer. Typically, a **relational** database is used. The online system interfaces with the database to access, transfer and **display** product information. A database management system (DBMS) is used to build the database and to... ..the database.

Simulation objects of components and products from the database include update dynamics to **provide** that the changes of the properties (position, orientation, configuration, etc.) of the objects appear to the... ..the behaviors of the simulation objects appear realistic). In addition, audio feedback may also be **provided**.

The customer receives fully interactive and configurable simulation objects depicting the components or products. In...

7/3K/36 (Item 26 from file: 349) [Links](#)

PCT FULLTEXT

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00838914

**METHODS AND APPARATUS FOR ON-LINE ORDERING**  
**PROCEDES ET DISPOSITIF DE COMMANDE EN LIGNE**

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200171630	A2	20010927
Application	WO	2001US9241		20010322
Priorities	US	2000191359		20000322
	US	2000191205		20000322
	US	2000245503		20001103
	US	2000245826		20001103
	US	2001259563		20010102

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

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GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 53080

#### **Detailed Description:**

...the Internet, it may be difficult for purchasers to find or identify suppliers that may **provide** supplies or services that meet the purchasers' needs. For example, purchasers may require that suppliers be located in a **selected** area, **provide** certain types of supplies, participate in certain sales promotions, or conform to consumer or industrial... for information related to the suppliers or supplies.

[0005] Accordingly, it would be desirable to **provide** systems and methods for providing purchasers with information about suppliers and supplies that is organized around **purchasers' needs** and preferences, for receiving **orders** from purchasers, and for submitting the **orders** to suppliers.

[00061 Existing e-commerce systems that **provide** online ordering services to purchasers may **provide** on line access to a limited number of suppliers or to suppliers offering a limited scope of supplies.



Existing e-commerce systems may benefit from being able to **offer** purchasers a larger **selection** of supplies and a wider range of **categories** of supplies, but it may be costly to incorporate new **catalog** information if the 5 new information does not conform to formats and protocols used by the systems. Accordingly, it may be desirable to **provide** systems and methods for providing existing e-commerce systems with formats and protocols for incorporating...

7/3K/37 (Item 27 from file: 349) [Links](#)

PCT FULLTEXT

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00838911

**METHOD FOR GENERATING A PROJECT FOR AN ELECTRONIC SUPPLY CHAIN  
VALUE ASSESSMENT**

PROCEDE SERVANT A GENERER UN PROJET D'EVALUATION DE VALEUR DE CHAINE  
D'ALIMENTATION ELECTRONIQUE

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	Country	Number	Kind	Date
Patent	WO	200171625	A2	20010927
Application	WO	2001US9018		20010320
Priorities	US	2000531729		20000321
	US	2000531825		20000321
	US	2000531724		20000321

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[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;

MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 16431

**Detailed Description:**

...this button to send and finalize questionnaire responses.

Figure 7H illustrates an interface 786 for **selecting** a project template in accordance with an embodiment of the **present** invention. The **present** invention tabulates **questionnaire** responses each time a **client** submits a **questionnaire**.

In the summary view, question responses are averaged and counted by question **category**. A project team can use **categorical** averages to quickly identify areas for further investigation. A list of featured buttons is as follows.

Sort by Question Number Button 788.

Click this button to **display** the results of each question ordered by question number.

Sort by **Category** Button 790.

Click this button to **display** the results of each question ordered by question **category**.

Graph Button 792.

Click this button to view graphs of the tabulated results.

Figure 8... ..viewing results of a questionnaire for assessment purposes in accordance with an embodiment of the **present** invention. In operation 802, responses to a questionnaire are received. Such questionnaire includes questions organized...

7/3K/38 (Item 28 from file: 349) [Links](#)

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00834649

**PROVIDING INTERNET SERVICES TO AUTOMATED TELLER MACHINE  
SERVICES INTERNET POUR GUICHETS AUTOMATIQUES BANCAIRES**

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200167365	A1	20010913
Application	WO	2001US7921		20010309
Priorities	US	2000522133		20000309
	US	2000656260		20000906

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[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 15119

**Detailed Description:**

...for information being sent by the ATM. For example, for NCR machines, this would be **specified** in the "Opcode Buffer" section of the NDC message format. The presence of a particular... ..within the Opcode Buffer (for example, "ABDDDD") would be interpreted by the ATM Host as **indicating** a request for a specific ESP transaction. This ATM Host would then generate an XML... ..here the message would be forwarded to the Application Server 105 which would interpret the **request**, locate the requisite data from the database, and format an XML response message. This message message and **display** the response data on its screen. The user exits the program when no additional services are needed (513, 514 in FIG. 5). An exit is **classified** as a completion of the user ATM experience

which results from the returning of the... ..exited from the ATM after a certain time has elapsed, or the user can manually **choose** to exit by pressing a button or key.

A **customer** requesting extended services **needs** to be identified, and his eligibility for extended services ascertained before such services can be...

7/3K/39 (Item 29 from file: 349) [Links](#)

PCT FULLTEXT

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00833798

**INVENTORY CONTROL SYSTEM AND METHODS**  
**PROCEDES ET SYSTEME DE GESTION DES STOCKS**

**Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200167356	A1	20010913
Application	WO	2001US7253		20010307
Priorities	US	2000187389		20000307

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

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GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English  
Fulltext word count: 10618

**Detailed Description:**

...client may transmit product usage scan information to a server acting as part of the **present** invention.

In addition to an inventory tracking application, the present invention may also utilize a... ..a client. In a preferred embodiment, the present invention may - 1 0 allow customers to **select** products in which a **customer** is **interested**, and the present invention may only **display** new products or special deals meeting a customer's prior specifications. Such specifications can include, but are not limited to, **categories** by manufacturer, product trade name, specific product type, general product classification, and quantity available or quantity per shipping unit.

A client **displaying** such information may allow a **customer** to indicate an **interest** in a product by typing a command, clicking a button or other graphical interface element, or otherwise interacting with said **client**. If a **customer** expresses an **interest** in a featured product, a **client** may allow a customer to create a one-time **order**, or to configure recurring **orders**.

In addition to allowing customers to record product usage and **order** new inventory or new products, client software may also **display** advertisements on a rotating basis, and may be used for other purposes. A typical client...

7/3K/40 (Item 30 from file: 349) [Links](#)

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00831851

**SYSTEM AND METHOD FOR CONFIGURING PRODUCTS OVER A COMMUNICATIONS NETWORK**

SYSTEME ET PROCEDE DE CONFIGURATION DE PRODUITS PAR L'INTERMEDIAIRE D'UN RESEAU DE TELECOMMUNICATIONS

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**Legal Representative:**• **ROCCI Steven J(et al)(agent)**

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	Country	Number	Kind	Date
Patent	WO	200165441	A1	20010907
Application	WO	2001US3878		20010206
Priorities	US	2000185954		20000229
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GR; IE; IT; LU; MC; NL; PT; SE; TR;

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MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

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Fulltext word count: 8410

**Detailed Description:**

...boxes 73b and 73c, corresponding to OEM and Special Purpose end uses, respectively, have associated **selections** 74b and 74c, respectively. After making a selection from the appropriate drop down box 73, customer 20a next further defines the selected product characteristics as **indicated** by step 44 of Figure 5.

Figure 12 is an example web page that illustrates... 20a further defines performance characteristics of the formulation sought. Here, for example, customer 20a is **presented** with six questions in the form of slide bars and radio buttons. All of these questions are dynamically based on the previously **selected** end use **selected** from the previous web page (e.g., web page 62b of Figure I 1). For

example, customer 20a may further **indicate** that the formulation sought is Water Based, for Interior use, to be applied to Metal... ..further differentiates the formulation sought, some of the characteristics may not be as significant to customer 20a's **needs**. Hence, some of the characteristics may be defined according to a more fuzzy logic.

Figure 13 **presents** a **web page** 62d that illustrates a mechanism whereby the user may **rank** certain of the characteristics of the formulation sought (in accordance with step 48 of Figure 5). In this example, customer 20a may **select** certain characteristics and **indicate** the relative importance of that characteristic to other ones of the characteristics of the formulation...

7/3K/41 (Item 31 from file: 349) [Links](#)

PCT FULLTEXT

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00831752

**AN INDUSTRIAL PLANT ASSET MANAGEMENT SYSTEM**

**SYSTEME DE GESTION DE L'ACTIF D'UNE INSTALLATION INDUSTRIELLE**

**Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200165322	A1	20010907
Application	WO	2001US6190		20010226
Priorities	US	2000515529		20000229

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

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[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 21008

### Detailed Description:

...28, any alarms to the historical/machine database 84 including reporting the respective severity levels.

Referring again to figure 4, the request processor/session manger module 32 is the interface to... application (please see figure 3).

The hierarchy manager 34 is the repository for all the **hierarchies** that have been configured in the system (**hierarchy** configuration is delineated in detail infra). They include enterprise, instrument and route **hierarchies**. Route **hierarchies** are associated with portable data collectors. The other modules of the data acquisition core 22 use this module 34 to retrieve **hierarchy** (parents and children) information for a given position in the **hierarchy**. This module also retains the status information for each level of the **hierarchy**. Thus, if any **display client** DCN needs to know the status for a given level, this module will fill the request. Thus... repository 30 detects an alarm on an asset it can report this status to any **display client** DCN via the **hierarchy** manager 34 The **display** module 100 of the **display client** in turn tags or assigns the alarming asset object with a user configurable severity level color such that the alarming asset object is **display** on the unified GUI 102 with the severity level color tag. Additionally, the 1 5 **display** module 100 looks at the severity of each level independently and assigns or tags each...

7/3K/42 (Item 32 from file: 349) [Links](#)

PCT FULLTEXT

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00830391

### ORDERING ITEMS OF PLAYABLE CONTENT OR OTHER WORKS

COMMANDE D'ARTICLES DONT LE CONTENU PEUT ETRE LU OU D'AUTRES OEUVRES

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NL; NL(Residence); NL(Nationality)  
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NL; GB(Residence); GB(Nationality)  
(Designated only for: US)
- **MANN Gavin**; Accenture Properties (2) BV, Parkstraat 83, NL-2514 JG The Hague  
NL; GB(Residence); GB(Nationality)  
(Designated only for: US)



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• **MANN Gavin**

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	Country	Number	Kind	Date
Patent	WO	200162065	A2	20010830
Application	WO	2001GB719		20010221
Priorities	GB	20004066		20000221
	GB	200012393		20000522
	GB	200026701		20001101

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GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 11307

**Detailed Description:**

...length, price and delivery period as well further notes, reviews, and the option to play **selected** sound clips from the album via the audio reproduction 114. These data are retrieved via... ..reference to Fig. 12 for purchasing the album there and then.

In general, the information **displayed** on the related information panel

230 may be related to any of the information currently **displayed** on the page, previous **selections** or other information input by the customer (whether in the current session with the kiosk... ..by one of the computers

connected to microcomputer 106.

Typically these will be items the **customer** may be **interested** in buying whether items of the same **category** - e.g. another **album** by the same artist or a related artist - or items of different **categories** - e.g. a video or T-shirt featuring the same artist. Furthermore, the related information panel is not static, but is dynamically updated at regular intervals to **present** further

products of potential **interest** to the **customer**

With respect to main menu page 21 0 in particular, **albums** 232 and 234 are the **albums** which are or have been currently playing in the store in which kiosk 10a is... ..menu and an additional button 264 for going back one page. The customer is also **presented** with a series of options and associated buttons 242 1 0 (search by genre - rock/pop/dance/jazz), 243 (search classical/opera), 244 (charts), 245 (pre-release information), 246 (special **offers**), 247 (search for music for an occasion/mood/gift) corresponding to the various ways in which the kiosk system can be used to search for music. The **customer** **selects** the option he is **interested** in using for searching for music and presses the 1 5 appropriate button.

The search ... ..dance/jazz

option, save for differing fields with which content database 40, which contains a **catalogue** of **classified** products can be searched. The charts option allows the customer to view, search or purchase... ..works.

In general, the above options are enabled by microcomputer 106 passing a database search **request** to host computer 30 over network link 20.

Host computer 30 then performs a database... ..the data records for each matching work, in response, back to

microcomputer 106. The special **offers** option allows customers to view, search for and purchase product that are under special promotion... ..information held by host computer 30.

The occasion/mood/gift option allows customers to obtain **advice** on a product which is suitable for a particular occasions/moods, or suitable as a...

7/3K/43 (Item 33 from file: 349) **Links**

PCT FULLTEXT

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00829922

**WEB BASED MEASUREMENT OF ADVERTISING SUCCESS**

**SELECTION DE DESTINATAIRES DE PUBLICITE DIRECTE PAR COURRIER**

**Patent Applicant/Patent Assignee:**

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(For all designated states except: US)

- **FLEISHER Po-Ling**; 579 Darling Street, Rozelle, NSW 2039  
AU; AU(Residence); AU(Nationality)  
(Designated only for: US)

**Patent Applicant/Inventor:**

- **FLEISHER Po-Ling**  
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**Legal Representative:**

- **F B RICE & CO(agent)**  
605 Darling Street, Balmain, NSW 2041; AU;

	Country	Number	Kind	Date
Patent	WO	200163491	A1	20010830
Application	WO	2001AU116		20010208
Priorities	AU	20005820		20000224

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English  
Filing Language: English  
Fulltext word count: 5217

**Detailed Description:**

...cost of a  
product and clicking on the price information option 119. There were no  
**requests** for more information in text form and no emails to the advertiser or to the...in terms of the  
number of readers requesting further information and the  
identity of the **interested** readers.

The **client home page** also provides online dynamic reports. The online

dynamic reports are split into four reports namely "Category", "Performance", "Location" and "Quarter".

The **Category** report compares the **category** performance of a product against the other **categories**. For example with reference to Figure 9 Product A is in the **category** "Database Applications". The **category** report compares is the overall response of that **category** with that of other **categories** such as "Desktops and Workstations", "e-Commerce Solutions", **Displays** and Printers" etc, Many **categories** have been omitted from Figure 9 to avoid overcomplicating the Figure which is illustrative only. The **display** shows the trend of the category - typically a category such as "**Displays** and Printers" will receive a higher response due to its interest to a wider audience...

7/3K/44 (Item 34 from file: 349) [Links](#)

PCT FULLTEXT

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00829895

**REMOTE ADVERTISING ORDER/PLACEMENT SYSTEM**

**SYSTEME DE COMMANDE/DE PLACEMENT D'ANNONCES A DISTANCE**

**Patent Applicant/Patent Assignee:**

- **CLASSIFIED ADVERTISER COM INC**; 401 S. Old Woodward, Suite 311, Birmingham, MI 48009  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **DOBRUSIN Eric M(agent)**  
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	Country	Number	Kind	Date
Patent	WO	200163451	A2	20010830
Application	WO	2001US5485		20010221
Priorities	US	2000507956		20000222
	US	2000558202		20000426

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;

MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 7797

#### **Detailed Description:**

...area.

Once the customer's Me has been established or retrieved, the computer 16 transmits **order** indicia such as a **classified** advertisement listing and/or a visual 1 5 **display** of advertisement items to the remote device. A typical customer flow chart depicting many of... ..with the teachings of this invention is shown in FIG. 2. In addition to placing **classified** advertisement items, the order indicia include information concerning special advertisement items, **displays**, and promotions such as advertisements comprised of photographs and video material as well as standard links to major newspapers or other **publications** that may be of **interest** to the **customer**.

If the **customer** has an order history, the computer 16 transmits that order history to the remote device 20 along with the **order** indicia. FIG. 2 shows a typical flow chart relating to the logon area and input of user name and password for an established customer. The customer may **choose** to accept the displayed **order** or modify the displayed **order** by **selecting** items from the **order** indicia.

When the customer has completed the advertisement item **selection** proce'ss,' he or she may enter a view/or preview order command that prompts... ..addition, the sent signal can also include cost information for the selected advertisement items. Thus, **selection** of the view cominand activates a price list that associates a specific price with the...

7/3K/45 (Item 35 from file: 349) **Links**

PCT FULLTEXT

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00824199

**IMPROVEMENTS RELATING TO DATA DISTRIBUTION**

**AMELIORATIONS RELATIVES A LA DISTRIBUTION DE DONNEES**

**Patent Applicant/Patent Assignee:**

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(Designated only for: US)
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**Patent Applicant/Inventor:**

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**Legal Representative:**

- **AHMAD Sheikh Shakeel(et al)(agent)**  
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	Country	Number	Kind	Date
Patent	WO	200157742	A1	20010809
Application	WO	2001EP1021		20010130
Priorities	EP	2000300741		20000131

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English  
Filing Language: English  
Fulltext word count: 7656

**Detailed Description:**

...to subscribing customers by use of eneral purpose co mmunications equipment.

9

Financial performance data **provided** by each electronic performance data vendor presents a huge mass of information which can be... ..screen and also because this would be highly inefficient (providing information that is of no **interest** to the **customer**). Data gathering companies often divide this mass of data into smaller sets of grouped data and, for example with the Internet, the groups of data are **presented** through a **hierarchical web page** structure. The customer can then be **presented** with different **web pages** showing different data. For example, the customer can be **presented** with lists of current stock prices on one page and by **selecting** a link from a specific security, a chart of historical performance data concerning the **selected** subject can be generated on the next **web page**.

The performance data received by the customer is often displayed in a table format showing...

7/3K/46 (Item 36 from file: 349) **Links**

PCT FULLTEXT

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00823183

**ONLINE SALES RISK MANAGEMENT SYSTEM**

**SYSTEME DE GESTION DES RISQUES DES VENTES EN LIGNE**

**Patent Applicant/Patent Assignee:**

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(Designated only for: US)
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(Designated only for: US)

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(Designated only for: US)

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43 Crosby Street, New York, NY 10012; US; US(Residence); US(Nationality); (Designated only for: US)
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- **GODFREY John Henry**  
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- **GREENER Sharon**  
126 Rumson Road, Rumson, NJ 07760; US; US(Residence); GB(Nationality); (Designated only for: US)
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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200155885	A2	20010802
Application	WO	2001US1667		20010118
Priorities	US	2000179373		20000131
	US	2000526606		20000316

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 8807

#### **Detailed Description:**

...a currency local to the buyer and denominated in a currency local to the seller **displayed** side by side. Bids can also be **ranked** and viewed amongst other received bids.

Embodiments can also include a buyer that is an... ..service, wherein the good or service has been priced in the buyer's local currency.

**Referring** now to Fig. 3b, another embodiment of the **present** invention allows a seller 321 to access an e-buyer site 322. The embodiment is particularly useful to address the **needs** of a corporate **buyer**. The corporate buyer, or a private individual, can post their current needs on an e... ..acting as an e-buyer site. For example, current needs can be displayed as a **request** for bids on a required good or service. An e-seller 321 can submit a quote, or other **offer** to sell to the e-seller site 322. Typically, the quote will be sent electronically...

7/3K/47 (Item 37 from file: 349) [Links](#)

PCT FULLTEXT

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00815161

**RETAIL SYSTEMS AND METHODS EMPLOYING A SHELF DISPLAY TO PROVIDE  
PURCHASE INCENTIVES**

SYSTEMES ET PROCEDES DE VENTE AU DETAIL UTILISANT UN PRESENTOIR DU TYPE

## GONDOLE POUR OFFRIR DES INCITATIONS A L'ACHAT

### Patent Applicant/Patent Assignee:

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### Legal Representative:

- **JACKSON Jerome D(agent)**

Law Office of Jerome D. Jackson, Suite 100, 211 N. Union Street, Alexandria, VA 22314; US;

	Country	Number	Kind	Date
Patent	WO	200148717	A2-A3	20010705
Application	WO	2000US42671		20001208
Priorities	US	99472878		19991228

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

Publication Language: English

Filing Language: English

Fulltext word count: 8105

### Claims:

...customer in the store;

processing the first signal to access demographic data, and displaying a **selected** one of a plurality of discount quantities for the first product in response to the... ..a second signal to the first card. the second signal corresponding to the discount quantity **displayed** in the **displaying** step; receiving the second signal from the first card; receiving a third signal corresponding to a product **selected** for purchase; and determining an amount due depending on whether the third signal corresponds to... ..on the first card.

5 The method of claim I wherein the demographic data is **selected** from the group consisting of date of birth (age), gender, marital status. number of persons in the household, age **categories** of persons in household, number of pets in household, phone numbers, level of education, type... ..state, region, tax records, property records, languages spoken. income, employer, job description. or title. and **customer- specified** preferences or **interests**, such as types of foods, sizes, shapes, colors, sports such as tennis or golf, and reading topics. . The method of claim I wherein **displaying** includes **displaying** the **selected** one of the plurality of discount quantities. depending on a location of the customer's... ..relative to the shelf.

7 The method of claim I wherein displaying includes displaying the **selected** one of the plurality of discount quantities, depending on whether the customer usually performs most...a second signal to the first card, the second signal corresponding to the discount quantity **displayed** by the **displaying** means; means for receiving the second signal

from the first card;means for receiving a third signal corresponding to a product **selected** for purchase,andmeans for determining an amount due depending on whether the third signal... ..the first card.

13 The processing system of claim 9 wherein the demographic data is **selected** from the group consisting of date of birth (age), gender, marital status, number of persons in the household. age **categories** of persons in household. number of pets in household, phone numbers, level of education, type... ..region, tax records, property records, languages spoken. income, employer, job description, or job title; and **customer- specified** preferences or **interests**, such as types of foods, sizes, shapes, colors, sports such as tennis or golf, and reading topics.

14 The processing system of claim 9 wherein means for **displaying** includes means for **displaying** the **selected** one of the plurality of discount quantities, depending on a location of the customer's...  
...The processing system of claim 9 wherein means for displaying includes means for displaying the **selected** one of the plurality of discount quantities, depending on whether the customer usually performs most...

7/3K/48 (Item 38 from file: 349) [Links](#)

PCT FULLTEXT

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00815106

# **VIRTUAL HUMAN INTERFACE FOR CONDUCTING SURVEYS**

INTERFACE HUMAINE VIRTUELLE PERMETTANT DE REALISER DES ENQUETES

## **Patent Applicant/Patent Assignee:**

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## **Legal Representative:**

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Knobbe, Martens, Olson and Bear, LLP, 620 Newport Center Drive, 16th Floor, Newport Beach, CA 92660; US;

	Country	Number	Kind	Date
Patent	WO	200148660	A1	20010705
Application	WO	2000US34949		20001221
Priorities	US	99474518		19991229

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 25782

**Detailed Description:**

...24, the survey results server 1 1 0 generates and transmits a web page, which **presents** a list of survey hyperlinks (each labeled by survey name), one for each survey in the survey database 122 for the **selected** sponsor. When the survey reviewer 124 **selects** a survey hyperlink, the survey results server 1 1 0 generates and transmits a survey result report 126 web page, which **presents** the results of the **selected** survey.

Because the survey results server 1 1 0 generates **web pages** dynamically from the survey database 122, the survey results report 126 advantageously reflects up-to... ..survey results data. Moreover, the survey reviewer 124 may advantageously receive virtually instant updates by **selecting** the 'Refresh Page' option on the browser of the **survey review client 1 12**.

**Survey Database**

In one embodiment, the survey database 122 organizes data in a **hierarchical** fashion. While many different organizations may be implemented to store and access survey-related data...

7/3K/49 (Item 39 from file: 349) **Links**

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00814145

**A METHOD FOR EXECUTING A NETWORK-BASED CREDIT APPLICATION PROCESS**  
**PROCEDE DE MISE EN OEUVRE D'UN PROCESSUS DE DEMANDE DE CREDIT EN**  
**RESEAU**

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

• **HICKMAN Paul L(agent)**

Oppenheimer Wolff & Donnelly, LLP, P.O. Box 52037, Palo Alto, CA 94303; US;

	Country	Number	Kind	Date
Patent	WO	200146889	A2	20010628
Application	WO	2000US35216		20001222
Priorities	US	99470805		19991222
	US	99469525		19991222
	US	99470039		19991222

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 98671

**Detailed Description:**

...are.

Aggregator 5300: A one-stop shopping venue. It streamlines purchasing by concentrating many product **catalogs** for buyer groups

o Examples: Arbinet, Chemdex, MetalSite, NetBuy, PlasticsNe,t, ProcurementNet, TPN Register

o... ..bid competitively for products at below market prices. Reverse auctions (Bids) can also exist where **buyers** post or submit product **needs** and sellers bid for that, sale

o Examples: Mark, FastParts, Inventory Locator Service, Manheim Online...

7/3K/50 (Item 40 from file: 349) Links

PCT FULLTEXT

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00813262

**SYSTEM AND METHODS FOR INTERNET COMMERCE AND COMMUNICATION**

**BASED ON CUSTOMER INTERACTION AND PREFERENCES**

SYSTEME ET PROCEDES POUR LE COMMERCE ET LA COMMUNICATION SUR  
INTERNET, BASES SUR UNE INTERACTION AVEC LE CLIENT ET SUR SES  
PREFERENCES

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200146887	A1	20010628
Application	WO	2000US35006		20001222
Priorities	US	99171578		19991223

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 10484

**Detailed Description:**

...as one of the attraction generators for the appropriate levels.

In the preferred embodiment, the **present** invention can provide a dynamic page on both the Home and Community pages. If a... ..contained in My-e-surveys 150 may be categorized by subject and topic areas. Such **categories** may be selected by a consumer or **customer** submitting such a **survey**, or **categories** may be automatically determined through the use of natural language analysis 1 5 or other text analysis means. In the event an automated text analysis is unable to **categorize** a given survey, My-e-surveys 150 staff can review a survey and assign it to an appropriate **category** or **categories**. Additional **categories** may be created by My-e-surveys 150 administrative staff based on

**customer** or member requests.

During **survey** selection, My-e-surveys 150 may select one or more consumer-toconsumer surveys, and one or more customer sponsored surveys, for display. Each My-esurveys 150 survey **category** can have associated with it one or more web pages, and a **customer** can pay to have a **survey** appear on one or more of such pages for a given period of time. In the event a web page is displayed for which no **customers** have purchased **survey** - 20 space, one or more appropriate. surveys may be chosen from My-e-surveys 150 based on survey category.

The **present** invention may inAude a service wherein a customer is given increased and personalized exposure to...

7/3K/51 (Item 41 from file: 349) [Links](#)

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00811739

**VOICE INTERFACE FOR ELECTRONIC DOCUMENTS**

**INTERFACE VOCALE POUR DOCUMENTS ELECTRONIQUES**

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- **ISRAELSEN Burns R(et al)(agent)**

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	Country	Number	Kind	Date
Patent	WO	200145360	A1	20010621
Application	WO	2000US34088		20001215
Priorities	US	99464989		19991216

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 8337

**Detailed Description:**

...or any particular network typically used for accessing electronic content.

In one preferred implementation, the **present** invention works with content that operates as an index to additional content, such as is...reports the number of links, and provides an audio representation of the text.

Because creating **categories** requires some knowledge of the layout for personal **home pages**, Web content in general will not be mapped into various **categories**. For unmapped content, the present invention operates as described above with respect to text mixed...  
...page and providing an audio representation of the page's text. Alternatively, a client may **choose** to hear an audio representation that only includes links. In response, the **client** may **select** a link of **interest** to follow. The present invention also provides a variety of global commands that are available ...  
...methods, systems, and computer program products provide significant advantages over the prior art. Because the **present** invention **provides** an audio interface without requiring any modification to existing content, the telephone access will be readily available to the vast information available electronically.

Moreover, the **present** invention also **provides** for organizing certain content by mapping links and text to a **hierarchy** of **categories** to aid navigation.

These and other features, and advantages of the **present** invention will become more fully apparent from the following description and appended claims, or may... ..as set forth below.

**BRIEF DESCRIPTION OF THE DRAWINGS**

A more extensive description of the **present** invention, including the aboverecited features, advantages, and objects, will be rendered with reference to the...

7/3K/52 (Item 42 from file: 349) Links

PCT FULLTEXT

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00811414

**METHOD OF DOING BUSINESS**

PROCEDE SERVANT A FAIRE DES AFFAIRES



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Patent	WO	200144999	A2	20010621
Application	WO	2000IL834		20001214
Priorities	IL	133563		19991216

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GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

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**Detailed Description:**

...Referring now to Fig. 7, there is illustrated a procedure for the maintenance of sales-offers 100. At step 700, central controller 200 searches sales-offer database 265. At step 710...100 database records have been examined.

Fig. 8 illustrates the process by which a buyer **selects** a sales-offer 100. At step 800, the buyer logs onto central controller 200 using modem 450 of buyer interface 400. At step 810, the buyer **selects** an appropriate **category**. At step 820, the buyer browses the list of available sales-offers 100 (those with a status of flactive") in the **selected category**, and at step 830 he **selects** a sales-offer.

Sales-offers 100 may be listed with minimal details, with additional information available only if the **buyer is interested** in participate in sales-offer 100. A hotel sales-offer 100 might be listed as... ..1996-Chicago-single occupancy-\$35." A buyer wanting more information about this sales-offer 100 **requests** it at step 840. In one embodiment, each sales-offer 100 is hyperlinked to a separate **web page** that **provides** complete details. The buyer clicks on sales-offer 100 and is immediately transferred to the page of supporting details. The details might include hotel rating, type of bed, fitness facilities, and restaurants available. In another embodiment, sales-offer 100 is electronically transmitted directly to buyers via electronic mail, fax, telephone, beeper, etc. A ... ..New York, for example, could instruct central controller 200 to beep him whenever a sales-offer 100 appeared for tickets between these two cities, providing details of sales-offer 100 over...

7/3K/53 (Item 43 from file: 349) Links

PCT FULLTEXT

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00809400

**USE OF AN INTERMEDIARY TO SECURELY PROVIDE CUSTOMER INFORMATION  
TO THIRD PARTY INTERNET MERCHANTS**

UTILISATION D'UN INTERMEDIAIRE POUR FOURNIR DES INFORMATIONS SUR LES  
CLIENTS DE FACON SECURISEE A DES TIERS COMMERCANTS SUR L'INTERNET

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Patent	WO	200143033	A1	20010614

Application	WO	2000US33506		20001208
Priorities	US	99457839		19991209

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MR; NE; SN; TD; TG;

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Fulltext word count: 14078

#### **Detailed Description:**

...or registered with the merchant. In response to the single mouse click, the information service **provides** the customer information and an identification of the desired item to the merchant. The customer... ..general information about such purchases (e.g., descriptive keywords for purchased items and/or the **categories** in which such items fall), to the information service. The information service may aggregate and use this information to generate an "**interests**" profile for the **customer**. The **interests** profiles may in turn be electronically disseminated to the participating merchants (optionally under the control... ..facilitate customization of the merchant web site. The information service's web site may also **display** to each customer a history page of the transfers of information and/or purchases made using the information service. The **order** numbers, items, and/or merchant identities can also be **displayed** on the history page.

One aspect of the **present** invention is a method for securely providing customer information to an Internet ...This method includes obtaining customer information from a customer; storing the customer information; receiving a **request** that the customer information be **provided** to the merchant; authenticating the customer in response to the request; and providing the customer... ..merchants. This method includes receiving a request that customer information of a registered customer be **provided** to a merchant; providing at least one form, wherein the at least one form solicits...

7/3K/54 (Item 44 from file: 349) [Links](#)

PCT FULLTEXT

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00806392

**TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN  
A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF**  
PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC  
INFORMATIQUE DANS UN ENVIRONNEMENT DU TYPE CHAÎNE  
D'APPROVISIONNEMENT RESEAUTÉE, ET PROCÉDÉ ASSOCIÉ

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200139086	A2	20010531
Application	WO	2000US32310		20001122
Priorities	US	99444653		19991122
	US	99447623		19991122

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GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
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Publication Language: English  
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Fulltext word count: 156214

**Detailed Description:**

...and bottom-up.

Both forms are separately available on existing systems. Top-down systems are also referred to  
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Finally, in a managing step 5208, the network is managed based on the...for each class of the records.

Based on the class descriptions, the classifier can then **classify** future records, referred to as test data, for which the class labels are unknown.

As... ..credit history. The problem can be solved using classification. First, a training set consisting of **customer** data with the assigned classes are provided to a **classifier** as input. The output from the **classifier** is a description of each class, i.e., good and bad, which then can be... ..several million examples are common. Thus, it is critical in these applications to have a **classifier** that scales well and can handle training data of this magnitude. As an additional advantage, being able to **classify** large training data also leads to an improvement in the classification accuracy.

Another desirable characteristic for a data mining **classifier** is its short training time, i.e., the ability to construct the class descriptions from the... ..quickly. As a result, the methods of the invention are based on a decision-tree **classifier**. Decision trees are highly developed techniques for partitioning data samples into a set of covering...

7/3K/55 (Item 45 from file: 349) [Links](#)

PCT FULLTEXT

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00806389

**SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING  
MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN  
ENVIRONMENT**

PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU  
COURS DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE  
CHAINE D'APPROVISIONNEMENT RESEAUTE

**Patent Applicant/Patent Assignee:**

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Patent	WO	200139082	A2	20010531
Application	WO	2000US32228		20001122
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GR; IE; IT; LU; MC; NL; PT; SE; TR;

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MR; NE; SN; TD; TG;

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Publication Language: English

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Fulltext word count: 152479

**Detailed Description:**

...statistics

In operation 661 0, shown in Figure 66, the content channels component of the **present** invention also permits generation of messages which may be sent to **selected** users at predetennined times or automatically upon occurrence of a particular event. The users may sign up to recelve the messages, or they may be **selected** based on user profiles or a **category** system. All outbound messages are logged and tracked, as are any responses to those messages.

**MANAGE E-MAIL RECEIPT AND DELIVERY (INBOUND E-MAIL)**

**Offers** automated responses to consumer's questions

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Iribound e-mail is managed in operation 6612... ..responses may be sent. Other messages would be quetied in mailboxes for response. All or **selected** messages may be stored to build a customer interaction history.

**DYNAMIC RENDERING**

**Displays** content and applications based on profile

Pulls content from multiple data sources: static, database, third... ..via configurable business rules

Allows custom template based publishing

The content channels component of the **present** invention also **provides** for genenic and custom template based publishing by dispilaying **selected** content and applications based on the profile of a user. Note operation 6614 of Figure...

7/3K/56 (Item 46 from file: 349) [Links](#)

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00806384

**NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE  
ENVIRONMENT AND METHOD THEREOF**

**GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN  
ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE**

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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90067-3024; US;

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Patent	WO	200139030	A2	20010531
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**[OA]** BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

**[AP]** GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
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Publication Language: English

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Fulltext word count: 171499

**Detailed Description:**

...C++ language, many commercial software developers have embraced OOP. C++ is an OOP language that **offers** a fast, machine-executable code. Furthermore, C++ is suitable for both commercial-application and systems... ..and create specialized objects that can still work with related objects in predictable ways.

Class **hierarchies** and containment **hierarchies** provide a flexible mechanism for modeling real-world objects and the relationships among them.

Libraries...products may or may not have been manufactured by competing business entities. More detail is **provided** in Figure 56. First, in operation 5600, a customer's profile is developed. This profile... ..a user's system. Next, in operation 5601, a plurality of items for purchase are **displayed**, from which the customer is allowed to **select** multiple, similar items, i.e. products or services to compare in operation 5602. Then, after... ..set of features of each item is determined in operation 5603, operation 5604 creates a **hierarchy** of the features of the items **selected** in accordance with the customer's profile. For example, as shown in Figure 57, a... ..keywords taken from the customer's profile may be performed in operation 5701. The features **NEEDS ASSESSMENT/BUYER ASSISTANT**

Interacts with users to understand their needs

**Provides** solutions based on user needs (capacity, performance, cost)

Saves solutions to be retrieved at later point

Adds solutions to shopping cart

**Provides** online ROI tool to guide **selection** process

**Provides** web call-through for further user support

With reference now to operation 5406 of Figure 54, another embodiment of the electronic commerce component of the **present** invention is **provided** for facilitating a virtual shopping transaction by ascertaining needs of a user. A more detailed...

7/3K/57 (Item 47 from file: 349) **Links**

PCT FULLTEXT

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00806383

**COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY  
MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED  
SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF  
PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES  
STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN  
ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET  
PROCEDE ASSOCIE**

**Patent Applicant/Patent Assignee:**

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US; US(Residence); US(Nationality)

**Legal Representative:**

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304; US;



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[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

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Fulltext word count: 157840

#### **Detailed Description:**

...is a flowchart showing a Network Sensing Process in accordance with one embodiment of the **present** invention,

Figure 49 is a flowchart showing an Element Management Process in accordance with a... ..Figure 57 is an illustration of one embodiment of the present invention for creating a **hierarchy** of the features of the items selected in accordance with the **customer's** profile; Figure 58 is an illustration of one embodiment of the present invention for facilitating a virtual shopping **transaction** by ascertaining needs of a user;

Figure 59 is an illustration of one embodiment of the present invention for facilitating a virtual shopping **transaction** by generating a solution based on the requirements of the user; Figure 60 is an... ..the customer relationship management-related web application services in accordance with one embodiment of the **present** invention; Figure 68 is a flowchart illustrating a profile management service of the customer relationship...quickly. As a result, the methods of the invention are based on a decision-tree **classifier**. Decision trees are highly developed techniques for partitioning data samples into a set of covering... ..databases, and achieve comparable or better classification accuracy than other classification methods.

Another data mining **classifier** technique solves the memory constraint problem and simultaneously improve execution time by partitioning the data... ..various algorithms to obtain the final classification. This approach reduces running time significantly. Another method **classifies** data in batches.

Web Architecture Framework According to One Embodiment of the Present Invention The... ..5308, an education related services component 5310, or a web customer service component 5312.

The **present** invention **provides** a new kind of web architecture framework (called "WAY" in this document) that secures, administers...provided on the shopping basket window.

#### COMPARE PRODUCTS AND SERVICES

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One embodiment of the **present** invention provides for comparison shopping by utilizing the customer's profile to prioritize the features... ..a user's system. Next, in operation 5601, a plurality of items for purchase are **displayed**, from which the customer is allowed to **select** multiple, similar items, i.e. products or services to compare in 1 5 ...set of features of each item is determined in operation 5603, operation 5604 creates a **hierarchy** of the features of the items **selected** in accordance with the customer's profile. For example, as shown in Figure 57, a... ..keywords taken from the customer's profile may be performed in operation 5701. The features **NEEDS**

#### ASSESSMENT/BUYER ASSISTANT

Interacts with users to understand their needs

**Provides** solutions based on user needs (capacity, performance, cost)

Saves solutions to be retrieved at later point

Adds solutions to shopping cart

**Provides** online ROI tool to guide **selection** process

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With reference now to operation 5406 of Figure 54, another embodiment of the electronic commerce component of the **present** invention is **provided** for facilitating a virtual shopping transaction by ascertaining needs of a user. A more detailed... ..Figure 5804 and placed on a list from which one or more items will be **selected** based on the user input. Next, in operation 5806, a solution is generated based on...

7/3K/58 (Item 48 from file: 349) [Links](#)

PCT FULLTEXT

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00806382

#### METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE

PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ

#### Patent Applicant/Patent Assignee:

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US; US(Residence); US(Nationality)

#### Legal Representative:

• **HICKMAN Paul L(et al)(agent)**

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Patent	WO	200139028	A2	20010531
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MR; NE; SN; TD; TG;

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**Detailed Description:**

...showing a three tiered customer support process in accordance with a preferred embodiment of the **present** invention;

Figure 51 is a flowchart showing an integrated IP telephony process in accordance with ... is an illustration of one embodiment of the present invention for facilitating a virtual shopping **transaction**;

Figure 56 is an illustration of one embodiment of the present invention for facilitating a virtual shopping **transaction** by comparing different products and services;

Figure 57 is an illustration of one embodiment of the present invention for creating a **hierarchy** of the features of the items **selected** in accordance with the customer's profile; Figure 58 is an illustration of one embodiment of the present invention for facilitating a virtual shopping **transaction** by ascertaining **needs** of a user;

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Figure 59 is an illustration of one embodiment of the present invention for facilitating a virtual shopping **transaction** by generating a solution based on the requirements of the user; Figure 60 is an... a virtual shopping environment;

Figure 63 is an illustration of yet another embodiment of the **present** invention; Figure 64 is an illustration of one embodiment of the **present** invention for automatically generating a contract between an owner of software and a user of...may also be implemented on other platforms and operating systems.

A preferred embodiment of the **present** invention is written using JAVA, C, and the C++ language and utilizes object oriented programming... ..component or module is called encapsulation.

In general, OOP components are reusable software modules which **present** an interface that conforms to an object model and which are accessed at run-time... products may or may not have been manufactured by competing business entities. More detail is **provided** in Figure 56. First, in operation 5600, a customer's profile is developed. This profile... ..a user's system. Next, in operation 5601, a plurality of items for purchase are **displayed**, from which the customer is allowed to **select** multiple, similar items, i.e. products or services to compare in operation 5602. Then, after... ..set of features of each item is determined in operation 5603, operation 5604 creates a **hierarchy** of the features of the items **selected** in accordance with the customer's profile. For example, as shown in Figure 57, a... ..keywords taken from the customer's profile may be performed in operation 5701.

The features **NEEDS ASSESSMENT/BUYER ASSISTANT**

Interacts with users to understand their needs

Provides solutions based on user needs (capacity... ..retrieved at later point

Adds solutions to shopping cart

Provides online ROI tool to guide **selection** process

Provides web call-through for further user support

With reference now to operation 5406... ..the electronic commerce component of the present invention is provided for facilitating a virtual shopping **transaction** by ascertaining needs of a user.

A more detailed description is shown in Figure 58... ..5804 and placed on a

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list from which one or more items will be **selected** based on the user input. Next, in operation 5806, a solution is generated based on the requirements of the user after which the solution is displayed, as **indicated** in operation 5808. Figure 59 provides an example of operation 5806. The items would be...

7/3K/59 (Item 49 from file: 349) [Links](#)

PCT FULLTEXT

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00805474

**COMPUTER NETWORK BASED PERMISSIVE COMMUNICATION SYSTEM FOR  
CREATING, STORING, EVALUATING, SELECTING, AND TRANSMITTING  
COMMUNICATIONS**

SYSTEME DE COMMUNICATION A AUTORISATION BASE SUR UN RESEAU  
INFORMATIQUE ET DESTINE A CREER, STOCKER, EVALUER, SELECTIONNER ET  
TRANSMETTRE DES COMMUNICATIONS

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

• **HAMPTON Steven J(et al)(agent)**

McAndrews, Held & Malloy, Ltd., 500 West Madison, Suite 3400, Chicago, IL 60661; US;

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Patent	WO	200139064	A1	20010531
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	US	2000491594		20000125

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MR; NE; SN; TD; TG;

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**Claims:**

...As by Fig. 3, a

Buwer who registers with the system creates a system identification referred to by Fig. 3 as "MY SLH." The Buwer can, after registering, create a Buyer's **home page** within which the Buwer can identify advertisements which the Buwer would like to receive upon accessing the Buyer's **home page**. A Buyer can identify advertisements by Dimensions that identify products by **category**, stores, malls, or product brands. After identifying advertisements of interest, the system will transmit to the Buyer all advertisements satisfying the Buyer's **request** when the Buyer logs onto the system. A registered Buwer can also **request** that e-mail concerning product brands, product or service **categories**, malls, or stores by creating an e-mail alert. Buwers who register with the system... can access the system's search engine to identify and receive advertisements that are of **interest** to the **Buyer**. Registered **Buyers** access the system's search engine from the Buwer's **home page**. Non-registered Buyers access the system's search engine after providing a postal Zip code... search engine allows a Buwer to search for advertisements by specifying advertisement Dimensions representing **categories** of products or services, stores, malls, brands, and by specific content of advertisements using the... "Finders" that search based on Dimensions and advertisement content. Finders are invoked by a **request** from three sources: a Buyer's home page, and E-mail alert created by a... a product or service and pay for the purchase using a credit card. The system **provides** this function using commercially available software that assures security of the transaction and is recognized...

7/3K/60 (Item 50 from file: 349) [Links](#)

PCT FULLTEXT

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00803604

**AN APPARATUS AND METHOD FOR SIMPLE WIDE-AREA NETWORK NAVIGATION**  
**APPAREIL ET PROCEDE DE NAVIGATION SUR UN RESEAU LONGUE PORTEE SIMPLE**

**Patent Applicant/Inventor:**

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Blakely, Sokoloff, Taylor & Zafman, 7th floor, 12400 Wilshire Boulevard, Los Angeles, CA 90025-1026; US;

	Country	Number	Kind	Date
Patent	WO	200137165	A2-A3	20010525
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[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 12671

**Detailed Description:**

...Receivers matrix layer of Figure 10d, which breaks down receivers into price categories and also provides the option of navigating, in this embodiment, into Consumer Reports industry

reports related to receivers... ..cells, nor is it required that all cells have the same size. A user can **select** Stereo Only by pressing 1 on the keypad, which yields a stereo only matrix layer... ..Thus, for example, in

Figure 10e, Technics received the highest ranking of receivers in the **selected category** from Consumer Reports. It is expected that for any particular product class, potential **purchasers** are likely to only be **interested** in the top several products within that class, not for example, the 15" best receiver... ..more" option which allows a user to get a set of the next most highly **ranked** products and possibly unranked products as well. It is expected that supplying product options in a user-friendly **ranked order** will encourage users to be more willing to conduct e-commerce.

By **selecting** a 1 on the keypad when matrix layer 10e is **displayed**, a user reaches the matrix layer of Figure 10f, as well as reaching the maximum... ..10f does not move the user deeper into the multi-dimensional matrix, and content is **displayed** in cell 1 **indicating** the model, price, picture, and possibly other information about the Technics product. Cell 1 is also larger than the other cells.

Other navigation options are **provided** in additional matrix cells surrounding cell 1 and its content. The additional cells represent navigation...

7/3K/61 (Item 51 from file: 349) **Links**

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00803578

**PERSONALIZED INTERACTIVE NETWORK ARCHITECTURE**  
ARCHITECTURE DE RESEAU PERSONNALISEE INTERACTIVE

**Patent Applicant/Patent Assignee:**

- **JPMORGAN CHASE BANK**; 270 Park Avenue, 41st Floor, New York, NY 10017  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **DUJMICH Louis C(et al)(agent)**  
Ostrolenk, Faber, Gerb & Soffen, LLP, 1180 Avenue of the Americas, New York, NY 10036;  
US;

	Country	Number	Kind	Date
Patent	WO	200137136	A2-A3	20010525
Application	WO	2000US31035		20001113
Priorities	US	99165739		19991115
	US	2000564783		20000504

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 16810

**Detailed Description:**

...distributed in different databases (part of a common 1 0 CRM data model).

The menus **provided** to the customer also reflect customer profiles, preferences and subscription services. Profiles and preferences are... ..relationship events and assembling customer profiles using 1 5 an LDAP based customer directory which **provides** linkages to all systems containing customer data and has supplementary **customer** information such as preferences, **interests**, etc.

If the internet is the **chosen** communication channel, as soon as the customer opens the **home page**, the portal I 1 1 delivers personalized assembled information relative to the customer's profile ... ..manager I 1 6 aggregates content from multiple sources.

Content sources may be of two **categories**, either static or dynamic. Static content may come from external feeds 13 OA, for example...

7/3K/62 (Item 52 from file: 349) [Links](#)

PCT FULLTEXT

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00802534

**ANY-TO-ANY COMPONENT COMPUTING SYSTEM**

SYSTEME INFORMATIQUE A COMPOSANTS TOUTE CATEGORIE

**Patent Applicant/Patent Assignee:**

- **E-BRAIN SOLUTIONS LLC**; 1200 Mountain Creek Road, Suite 440, Chattanooga, TN 34705  
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(For all designated states except: US)



- **WARREN Peter**; 1200 Mountain Creek Road, Suite 440, Chattanooga, TN 37405  
US; GB(Residence); GB(Nationality)  
(Designated only for: US)
- **LOWE Steven**; 1625 Starboard Drive, Hixson, TN 37343  
US; US(Residence); US(Nationality)  
(Designated only for: US)

**Patent Applicant/Inventor:**

- **WARREN Peter**  
1200 Mountain Creek Road, Suite 440, Chattanooga, TN 37405; US; GB(Residence);  
GB(Nationality); (Designated only for: US)
- **LOWE Steven**  
1625 Starboard Drive, Hixson, TN 37343; US; US(Residence); US(Nationality); (Designated  
only for: US)

**Legal Representative:**

- **MEHRMAN Michael J(agent)**  
Paper Mill Village, Building 23, 600 Village Trace, Suite 300, Marietta, GA 30067; US;

	Country	Number	Kind	Date
Patent	WO	200135216	A2-A3	20010517
Application	WO	2000US31231		20001113
Priorities	US	99164884		19991112

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 275671

**Claims:**

...compressions, and also to identify which of the candidate meanings for a particular term is **indicated** in a particular natural language construction. For example, the term "fax" can mean the "act... Typically, the rule base 36 can be optimized by ordering the meanings in a priority **order** based on frequency of occurrence in the language of **interest** (as determined in advance and typically

stated in the record encountered), and then goes through the permutations and combinations of meanings in decreasing priority **order** until it finds a set of meanings that simultaneously satisfies the requirements for all the meanings. Once an unambiguous meaning has been **selected** for each term in the block of language that has been previously decompressed by...

7/3K/63 (Item 53 from file: 349) [Links](#)

PCT FULLTEXT

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00800756

**EMPLOYEE PORTAL AND METHOD OF USE THEREFOR**  
**PORTAIL POUR EMPLOYES ET SON PROCEDE D'UTILISATION**

**Patent Applicant/Patent Assignee:**

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(For all designated states except: US)
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US; US(Residence); IN(Nationality)  
(Designated only for: US)
- **MEHROTRA Rishabh**; 1210 23rd Street, San Francisco, CA 94114  
US; US(Residence); IN(Nationality)  
(Designated only for: US)
- **NATH Sanjiva**; 7 Sager Court, Orinda, CA 94563  
US; US(Residence); US(Nationality)  
(Designated only for: US)
- **GRAY Andrew**; 2168 Fell Street, San Francisco, CA 94117  
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(Designated only for: US)
- **RUTSKY Ken**; 807 Menlo Oaks Drive, Menlo Park, CA 94025  
US; US(Residence); US(Nationality)  
(Designated only for: US)
- **ALLEN Julian**; 348 Cascade Drive, Fairfax, CA 94930  
US; US(Residence); GB(Nationality)  
(Designated only for: US)

**Patent Applicant/Inventor:**

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Apt. 8, 50 Parkridge Drive, San Francisco, CA 94131; US; US(Residence); IN(Nationality);  
(Designated only for: US)
- **MEHROTRA Rishabh**  
1210 23rd Street, San Francisco, CA 94114; US; US(Residence); IN(Nationality); (Designated only for: US)

- **NATH Sanjiva**  
7 Sager Court, Orinda, CA 94563; US; US(Residence); US(Nationality); (Designated only for: US)
- **GRAY Andrew**  
2168 Fell Street, San Francisco, CA 94117; US; US(Residence); AU(Nationality); (Designated only for: US)
- **RUTSKY Ken**  
807 Menlo Oaks Drive, Menlo Park, CA 94025; US; US(Residence); US(Nationality); (Designated only for: US)
- **ALLEN Julian**  
348 Cascade Drive, Fairfax, CA 94930; US; US(Residence); GB(Nationality); (Designated only for: US)

**Legal Representative:**

- **GLENN Michael(et al)(agent)**  
Glenn Patent Group, Suite L., 3475 Edison Way, Menlo Park, CA 94025; US;

	Country	Number	Kind	Date
Patent	WO	200133392	A2-A3	20010510
Application	WO	2000US29086		20001020
Priorities	US	99163647		19991104

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

**[EP]** AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

**[OA]** BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

**[AP]** GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

**[EA]** AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 12755

**Detailed Description:**

...a category or sub-category.

3 0 Assigning Entities

Entity Assignment screen

A customer is **selected** from a list of customers, and appropriate categories assigned to the customer;

Relevant sub- **categories** are assigned from the **categories** just **chosen**;  
9 Global target groups and employer-specific target groups are assigned;  
Vendors are assigned to the customer.

Assign Resources to Customer screen

Rather than **selecting** a customer and assigning entities, as in the above screen, this screen allows **selecting** a particular entity and assigning it to all relevant customers.

In the process of assigning... ..created a logically separate, virtual instance of the employee portal, tailored to meet the specific **needs** of the employer **customer**.

Corporate Community

Corporate Community screen

**Displays** current corporate community items;

Grants access to Corporate Community Definition screen for editing or adding new corporate community items;

Grants access to **Classified** ads management.

1 5

Corporate Community Definition screen

'Add' mode allows creation of new item, 'Modify' allows editing of current item.

Classifieds Section Definition screen

**Displays** list of current classifieds **categories** and corresponding icons organized as tree list;

Grants access to Classifieds **Category** Definition screen in either 'Modify' or 'Add' mode.

Classifieds **Category** Definition screen

'Modify' allows editing or deleting a current category;

'Add' allows adding a new...

7/3K/64 (Item 54 from file: 349) [Links](#)

PCT FULLTEXT

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00798789

**PROCESS FOR REQUESTING BIOLOGICAL EXPERIMENTS AND FOR THE DELIVERY OF EXPERIMENTAL INFORMATION**

**PROCESSUS PERMETTANT DE DEMANDER DES EXPERIENCES BIOLOGIQUES ET D'APPORTER DES INFORMATIONS EXPERIMENTALES**

**Patent Applicant/Patent Assignee:**

- **GENOMETRIX GENOMICS INCORPORATED**; 2700 Research Forest Drive, The Woodlands, TX 77381

US; US(Residence); US(Nationality)

**Legal Representative:**

• **DELFLACHE Marc L(agent)**

Fulbright & Jaworski, Suite 5100, 1301 McKinney, Houston, TX 77010; US;

	Country	Number	Kind	Date
Patent	WO	200131333	A1	20010503
Application	WO	2000US29326		20001024
Priorities	US	99161694		19991026
	US	2000632539		20000804

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 13202

**Detailed Description:**

...the probes may be immobilized on bead surfaces. In one embodiment, the assay may be **specified** exactly by the client, either by the client 'ding a specific set of probes to be used in the assay or by the client **selecting** a pre-specified

provi

assay. In another embodiment, a list of pre-specified assays may be stored in the database and made accessible to clients through **relational** or keyword based queries or through a **hierarchically** organized **catalog**.

In another embodiment, instead of providing a specific assay, the client **requests** that an assay, including a set of particular probes, be designed based on a client-specified target of the experiment. One type of experimental target is a list of genes the **client** may be **interested** in examining for changes in expression levels, in which case a particular assay, including a...

7/3K/65 (Item 55 from file: 349) [Links](#)

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00793262

**METHOD AND SYSTEM FOR PROVIDING GENOTYPE CLINICAL INFORMATION  
OVER A COMPUTER NETWORK**

PROCEDE ET SYSTEME PERMETTANT DE FOURNIR SUR UN RESEAU INFORMATIQUE  
DES RENSEIGNEMENTS CLINIQUES SUR LE GENOTYPE

**Patent Applicant/Patent Assignee:**

- **ORCHID BIOSCIENCES INC;** 303 College Road East, Princeton, NJ 08540  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **KALOW David A(et al)(agent)**  
Kalow & Springut LLP, 19th floor, 488 Madison Avenue, New York, NY 10022; US;

	Country	Number	Kind	Date
Patent	WO	200126029	A2-A3	20010412
Application	WO	2000US40999		20000926
Priorities	US	99411147		19991001

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 7453

**Detailed Description:**

...fields for client name, postal address, email address, and user name and password. The client selects a user name and password and the server computer system 2 processes the information following... FIG. 5, once the client has registered with the Web site, he or she can chose to access payment or non-payment services. Nonpayment services can be accessed by clicking an associated Web page control and may include access to genotype clinical information, journals, and/or other

types of data and, **publications**, and services (step 60). By clicking an embedded **Web page** control associated with a particular Web site feature, a number of medical and medical related **categories** and subcategories are at the client's dispense for obtaining medical information relating to variability... ..human conditions, such as information sets designed for specific broadly grouped Genotypes and Halotypes. A **client interested** in receiving this healthcare information may answer a **questionnaire** relating to the **client's** health information, such as medical history, ancestry, blood type, family medical history and other various information (step 62). The questionnaire is **displayed** in a **Web page** where the client can insert information into **Web page** fields and send the information to the server computer system 2, by following a standard...

7/3K/66 (Item 56 from file: 349) [Links](#)

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00787803

**TRACKING SYSTEM FOR CUSTOMER ELECTRONIC PURCHASE REQUESTS AND PURCHASES**

SYSTEME DE SUIVI DES DEMANDES D'ACHAT ELECTRONIQUES ET DES ACHATS DES CLIENTS

**Patent Applicant/Patent Assignee:**

- **AUTOBYTEL COM INC**; 18872 MacArthur Boulevard, 2nd floor, Irvine, CA 92612  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **DELANEY Karoline A(agent)**

Knobbe, Martens, Olson & Bear, LLP, 16th Floor, 620 Newport Center Drive, Newport Beach, CA 92660; US;

	Country	Number	Kind	Date
Patent	WO	200120516	A2	20010322
Application	WO	2000US24857		20000911
Priorities	US	99398103		19990916

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English  
Filing Language: English  
Fulltext word count: 16930

**Detailed Description:**

...purchase request available for viewing when discussing the purchase with Kevin Wagoner. Thus, the seller **selects** the purchase request from the purchase request listing form 1302 by clicking the customer name... Wagoner is interested in buying a Ford Expedition, and that the status of the purchase **request** is pending.

The purchase **request** summery form 1304 additionally provides the dealer with a **transaction** worksheet 1308 which may be used to adjust the **transaction** price for the purchase. Thus, the purchase **request** summary form 1304 has a first portion **displaying** background information regarding the purchase **request**, and a second portion, namely the **transaction** worksheet.

The background information portion of the purchase **request** summery form 1304 allows the seller to I 0 determine the model, the body style, the number of cylinders, the exterior color, and the interior color of the vehicle **requested**. The background information portion also provides the seller with the name of the **buyer**, the **buyer** 's **level of interest**, buyer contact information, and whether a trade-in has been offered by the buyer. For... transaction price by entering values for 5 various costs associated with the vehicle or modifying **selections** that were earlier made by the buyer when generating the purchase request. For example, Kevin...

7/3K/67 (Item 57 from file: 349) [Links](#)  
PCT FULLTEXT

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00786999

**UNIFORM ELECTRONIC PURCHASE REQUEST FOR CUSTOMER AND DEALER**  
**DEMANDE D'ACHAT ELECTRONIQUE UNIFORME POUR CLIENT ET REVENDEUR**

**Patent Applicant/Patent Assignee:**

- **AUTOBYTEL COM INC**; 18872 MacArthur Boulevard, 2nd Floor, Irvine, CA 92612  
US; US(Residence); US(Nationality)

**Legal Representative:**



• **DELANEY Karoline A(agent)**

Knobbe, Martens, Olson and Bear, LLP, 16th Floor, 620 Newport Center Drive, Newport Beach, CA 92660; US;

	Country	Number	Kind	Date
Patent	WO	200120486	A2	20010322
Application	WO	2000US40867		20000911
Priorities	US	99398569		19990916

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 15540

**Detailed Description:**

...purchase request available for viewing when discussing the purchase with Kevin Wagoner. Thus, the seller **selects** the purchase request from the purchase 5 request listing form 1302 by clicking the customer ... Wagoner is interested in buying a Ford Expedition, and that the status of the purchase **request** is pending.

The purchase **request** summary form 1304 additionally provides the dealer with a **transaction** worksheet 1308 which may be used to adjust the **transaction** price for the purchase. Thus, the purchase **request** summary form 1304 has a first portion, **displaying** background information regarding the purchase **request**, and a second portion, namely the **transaction** worksheet.

The background information portion of the purchase **request** summary form 1304 allows the seller to determine the model, the body style, the number of cylinders, the exterior color, and the interior color of the vehicle **requested**. The background information portion also provides the seller with the name of the **buyer**, the **buyer's level of interest**, buyer contact information, and whether a ...of the purchase by entering values for various costs associated with the vehicle or modifying **selections** that were earlier made by the buyer when generating the purchase request. For example, Kevin ...

7/3K/68 (Item 58 from file: 349) [Links](#)

PCT FULLTEXT

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00784185

**A SYSTEM AND METHOD FOR STREAM-BASED COMMUNICATION IN A  
COMMUNICATION SERVICES PATTERNS ENVIRONMENT**

SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION FOURNISSANT UN SYSTEME DE  
COMMUNICATION EN CONTINU DANS UN ENVIRONNEMENT DE CONFIGURATIONS  
DE SERVICES DE COMMUNICATION

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**; 1661 Page Mill Road, Palo Alto, CA 94304  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **HICKMAN Paul L(agent)**

Hickman Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303-0746; US;

	Country	Number	Kind	Date
Patent	WO	200117195	A2-A3	20010308
Application	WO	2000US24125		20000831
Priorities	US	99386717		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150532

**Detailed Description:**

...on determining the kinds of things that can become objects in objectoriented software. Some  
typical **categories** are as follows.

Objects can represent physical objects, such as automobiles in a traffic-flow...tools have been limited

in their ability to create dynamic Web applications which span from **client** to server and interoperate with existing computing resources.

Until recently, HTML has been the dominant... ..in the following areas.

Poor performance;  
e Restricted user interface capabilities;  
Can only produce static **Web pages**;  
Lack of interoperability with existing applications and data; and  
Inability to scale.

28

Sun Microsystem...

7/3K/69 (Item 59 from file: 349) [Links](#)

PCT FULLTEXT

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00784143

**SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR LOAD BALANCING REQUESTS AMONG SERVERS**

SYSTEME, PROCEDE ET ARTICLE POUR EQUILIBREUR DE CHARGE DANS UN ENVIRONNEMENT DE STRUCTURES DE SERVICES

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**; 1661 Page Mill Road, Palo Alto, CA 94304  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **HICKMAN Paul L(agent)**

Hickman Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA 94303-0746; US;

	Country	Number	Kind	Date
Patent	WO	200116739	A2-A3	20010308
Application	WO	2000US24236		20000831
Priorities	US	99387576		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150248

**Detailed Description:**

...Physical Media 2420

As illustrated in Figure 25, the Physical Media is divided into two **categories**.

- 1). the physical connectors 2502
  - 2). the physical media (wired or wireless) 2504
- 185  
Physical...

7/3K/70 (Item 60 from file: 349) [Links](#)

PCT FULLTEXT

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00784140

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A GLOBALLY  
ADDRESSABLE INTERFACE IN A COMMUNICATION SERVICES PATTERNS  
ENVIRONMENT**

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION S'APPLIQUANT DANS UN  
ENVIRONNEMENT DE STRUCTURE DE SERVICES DE COMMUNICATIONS VIA UNE  
INTERFACE ADRESSABLE GLOBALEMENT

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**; 1661 Page Mill Road, Palo Alto, CA 94304  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304; US;

	Country	Number	Kind	Date
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Patent	WO	200116735	A2-A3	20010308
Application	WO	2000US24198		20000831
Priorities	US	99387214		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150371

#### **Detailed Description:**

...tools have been limited in their ability to create dynamic Web applications which span from **client** to server and interoperate with existing computing resources.

Until recently, HTML has been the dominant... ..in the following areas.

Poor performance;

0 Restricted user interface capabilities;

Can only produce static **Web pages**;

Lack of interoperability with existing applications and data; and

Inability to scale.

28

Sun Microsystem...

7/3K/71 (Item 61 from file: 349) [Links](#)

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00784137

**SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR DISTRIBUTED**

**GARBAGE COLLECTION IN ENVIRONMENT SERVICES PATTERNS**

**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION EN MATIERE DE RECUPERATION**

## D'ESPACE REPARTI DANS DES MOTIFS DE SERVICES D'ENVIRONNEMENT

### Patent Applicant/Patent Assignee:

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US; US(Residence); US(Nationality)

### Legal Representative:

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304; US;

	Country	Number	Kind	Date
Patent	WO	200116729	A2-A3	20010308
Application	WO	2000US24238		20000831
Priorities	US	99386435		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150959

### Detailed Description:

...tools have been limited in their ability to create dynamic Web applications which span from **client** to server and interoperate with existing computing resources.

Until recently, HTML has been the dominant... ..in the following areas.

Poor performance;

0 Restricted user interface capabilities;

Can only produce static **Web pages**;

Lack of interoperability with existing applications and data; and

Inability to scale.

Sun Microsystem...

7/3K/72 (Item 62 from file: 349) [Links](#)

PCT FULLTEXT

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00784136

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR BUSINESS LOGIC SERVICES PATTERNS IN A NETCENTRIC ENVIRONMENT**

**SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR STRUCTURES DE SERVICES DE LOGIQUE DE COMMERCE DANS UN ENVIRONNEMENT S'ARTICULANT AUTOUR DE L'INTERNET**

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**; 1661 Page Mill Road, Palo Alto, CA 94304  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US;

	Country	Number	Kind	Date
Patent	WO	200116728	A2-A3	20010308
Application	WO	2000US24197		20000831
Priorities	US	99387658		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150863

**Detailed Description:**

...on determining the kinds of things that can become objects in objectoriented software. Some typical **categories** are as follows.

Objects can represent physical objects, such as automobiles in a traffic-flow...tools have been limited in their ability to create dynamic Web applications which span from **client** to server and interoperate with existing computing resources.

Until recently, HTML has been the dominant... ..inadequate in the following areas.

Poor performance;

Restricted user interface capabilities;

Can only produce static **Web pages** ;

Lack of interoperability with existing applications and data; and

Inability to scale.

27

Sun Microsystem...vehicles

Most of the frameworks in SAF address various aspects of Delivery Vehicle architectures.

SAF **provides** access to the user's thought leadership and architecture frameworks for Execution, Development and Operations... ..Extensions. This is a collection of the most common delivery vehicles that are built for **clients**. These frameworks extend the core frameworks with services specific for a particular delivery vehicle.

The...

7/3K/73 (Item 63 from file: 349) [Links](#)

PCT FULLTEXT

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00784135

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A LOCALLY ADDRESSABLE INTERFACE IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT**

**SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION METTANT EN OEUVRE UNE INTERFACE ADRESSABLE LOCALEMENT DANS UN ENVIRONNEMENT DE CONFIGURATIONS DE SERVICES DE COMMUNICATION**

**Patent Applicant/Patent Assignee:**

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US; US(Residence); US(Nationality)



**Legal Representative:**• **HICKMAN Paul L(agent)**

Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA  
09967-3024; US;

	Country	Number	Kind	Date
Patent	WO	200116727	A2-A3	20010308
Application	WO	2000US24189		20000831
Priorities	US	99387064		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 151048

**Detailed Description:**

...on determining the kinds of things that can become objects in objectoriented software. Some typical **categories** are as follows.

Objects can represent physical objects, such as automobiles in a traffic-flow...

7/3K/74 (Item 64 from file: 349) [Links](#)

PCT FULLTEXT

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00784134

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A CONSTANT CLASS  
COMPONENT IN A BUSINESS LOGIC SERVICES PATTERNS ENVIRONMENT**  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE UN COMPOSANT DE CLASSE DE  
CONSTANTE DANS UN ENVIRONNEMENT DE SCHEMAS DE SERVICES DE LOGIQUE  
D'AFFAIRES

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly LLP, Suite 3800, 2029 Century Park East, Los Angeles, CA  
90067-3024; US;

	Country	Number	Kind	Date
Patent	WO	200116726	A2-A3	20010308
Application	WO	2000US24188		20000831
Priorities	US	99387213		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150446

**Detailed Description:**

...on determining the kinds of things that can become objects in objectoriented software. Some typical **categories** are as follows.

Objects can represent physical objects, such as automobiles in a traffic-flow...tools have been limited in their ability to create dynamic Web applications which span from **client** to server and interoperate with existing computing resources.

Until recently, HTML has been the dominant... ..in the following areas.

Poor performance;

0 Restricted user interface capabilities;

Can only produce static **Web pages**;

Lack of interoperability with existing applications and data; and

Inability to scale.

28

Sun Microsystem...vehicles

Most of the frameworks in SAF address various aspects of Delivery Vehicle architectures.

SAF **provides** access to the user's thought leadership and architecture frameworks for Execution, Development and Operations... ..Extensions. This is a collection of the most common delivery vehicles that are built for **clients**. These frameworks extend the core frameworks with services specific for a particular delivery vehicle.

The... ..vehicle frameworks such as Call Center, Mobile, eCommerce Application Framework, Middleware or Component Technologies.

#### Framework **recommendations**

The frameworks in SAF address different aspects and areas of technology and application architecture. No...

7/3K/75 (Item 65 from file: 349) [Links](#)

PCT FULLTEXT

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00784132

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A LEGACY WRAPPER  
IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT**  
SYSTEME, PROCEDE ET DISPOSITIF POUR MODULE D'HABILLAGE EXISTANT DANS  
UN ENVIRONNEMENT DE SCHEMAS DE SERVICES DE COMMUNICATION

#### **Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**; 1661 Page Mill Road, Palo Alto, CA 94304  
US; US(Residence); US(Nationality)

#### **Legal Representative:**

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Roadast, Palo Alto, CA 94304; US;

	Country	Number	Kind	Date
Patent	WO	200116724	A2-A3	20010308
Application	WO	2000US24084		20000831
Priorities	US	99386834		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150947

**Detailed Description:**

...on determining the kinds of things that can become objects in objectoriented software. Some typical **categories** are as follows.

Objects can represent physical objects, such as automobiles in a traffic-flow...tools have been limited in their ability to create dynamic Web applications which span from **client** to server and interoperate with existing computing resources.

Until recently, HTML has been the dominant... ..in the following areas.

Poor performance;

0 Restricted user interface capabilities;

Can only produce static **Web pages**;

Lack of interoperability with existing applications and data; and

Inability to scale.

28

Sun Microsystem...

7/3K/76 (Item 66 from file: 349) [Links](#)

PCT FULLTEXT

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00784131

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A MULTI-OBJECT  
FETCH COMPONENT IN AN INFORMATION SERVICES PATTERNS ENVIRONMENT  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR COMPOSANT DE  
RECUPERATION MULTI-OBJET DANS UN ENVIRONNEMENT CARACTERISE PAR DES**

## SERVICES D'INFORMATIONS

### Patent Applicant/Patent Assignee:

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US; US(Residence); US(Nationality)

### Legal Representative:

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly LLP, Suite 3800, 2029 Century Park East, Los Angeles, CA 90067; US;

	Country	Number	Kind	Date
Patent	WO	200116723	A2-A3	20010308
Application	WO	2000US24083		20000831
Priorities	US	99386238		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150940

### Detailed Description:

...on determining the kinds of things that can become objects in objectoriented software. Some typical **categories** are as follows.

Objects can represent physical objects, such as automobiles in a traffic-flow...

7/3K/77 (Item 67 from file: 349) [Links](#)  
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00784126

**SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR AN EXCEPTION  
RESPONSE TABLE IN ENVIRONMENT SERVICES PATTERNS**

**SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION DESTINES A UNE TABLE DE  
REPOSE D'EXCEPTION DANS DES CONFIGURATIONS DE SERVICES  
D'ENVIRONNEMENT**

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**; 1661 Page Mill Road, Palo Alto, CA 94304  
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**Legal Representative:**

- **HICKMAN Paul L(et al)(agent)**  
Oppenheimer Wolff & Donnelly LLP, 38th Floor, 2029 century Park East, Los Angeles, CA  
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	Country	Number	Kind	Date
Patent	WO	200116706	A2-A3	20010308
Application	WO	2000US24086		20000831
Priorities	US	99387873		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150318

**Detailed Description:**

...Physical Media 2420

As illustrated in Figure 25, the Physical Media is divided into two **categories**.

- 1). the physical connectors 2502
- 2). the physical media (wired or wireless) 2504

7/3K/78 (Item 68 from file: 349) [Links](#)

PCT FULLTEXT

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00784124

**SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR A REQUEST SORTER IN A TRANSACTION SERVICES PATTERNS ENVIRONMENT**

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION APPLIQUES DANS UN TRIEUR DE REQUETES D'UN ENVIRONNEMENT DE STRUCTURES DE SERVICES DE TRANSACTIONS.

**Patent Applicant/Patent Assignee:**

- **ACCENTURE LLP**; 1661 Page Mill Road, Palo Alto, CA 94304  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **HICKMAN Paul L(agent)**  
Oppenheimer Wolff & Donnelly, LLP, 38th floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US;

	Country	Number	Kind	Date
Patent	WO	200116704	A2-A3	20010308
Application	WO	2000US24082		20000831
Priorities	US	99386715		19990831

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English  
Fulltext word count: 150733

**Detailed Description:**

...vehicles

Most of the frameworks in SAF address various aspects of Delivery Vehicle architectures.

SAF **provides** access to the user's thought leadership and architecture frameworks for Execution, Development and Operations... ...Very briefly, SAF covers.

The Core Execution Architecture frameworks for the different architecture generations (Host, **Client/Server** and Netcentric). Most users will primarily use the Netcentric framework.

The Execution Architecture Extensions...

7/3K/79 (Item 69 from file: 349) [Links](#)

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00778773

**COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR INDUCING TARGETED  
SELLER OFFERS TO ANONYMOUS BUYERS  
RES CIBLEES DE VENDEURS A DES ACHETEURS ANONYMES**

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

- **GLENN Michael A(et al)(agent)**  
Glenn Patent Group, Suite L, 3475 Edison Way, Menlo Park, CA 94025; US;

	Country	Number	Kind	Date
Patent	WO	200111519	A2	20010215
Application	WO	2000US21159		20000802
Priorities	US	99369769		19990806

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;



MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 17049

#### Detailed Description:

...OM

AMERICA@S HOME IMPROVEMENT NETWORK, located at the URL, <http://www.improvetiet.com-i>, **presents** a browser/buyer with a web page having various options which may be selected by... ..the desired work. Additionally, other items listed on this site are provided in a common **catalogue** format, which must once again be browsed by the prospective buyer. Again, this is a... ..type of Internet-based system for matching buyers with sellers of products. A prospective buyer **selects** from a number of **categories** listed on the EBAY **web page** to eventually browse through a **catalogue** of items that have been listed within the **category** by a plurality of sellers. Also, EBAY includes an auction format where the **interested buyer** may submit a bid to **buy** a particular item of interest that has been listed on the EBAY site. Again, EBAY... ..system. A potential buyer must continually and repeatedly browse the EBAY site and its various **categories** in the hope that a seller has elected to list the item that the **buyer** is **interested** in purchasing. Hence, an **interested buyer** will ...the sale of products that require substantial definition. The only criteria used in effecting a **transaction** via E\*TRADE is establishing a particular purchase or sale price for the stock or...received via the email server 120 or the web server module I' ) 0 and distributes **selected** information to either the email server module 120 or the web server module 130 for... ..s interactive device 40. The home page 22 provides a portal to a tree-shaped **hierarchical** adaptive descriptor structure 400 (Figure 3)) which a buyer interrogates to quickly refine his or... ..service that he or she wishes to purchase or engage, respectively. The tree of the **hierarchical** descriptor structure 400 includes a main trunk 420. The main trunk 420 is **displayed** on the **home page** 22 and includes broad top-level **categorical** descriptors 422 for businesses, services, products or other items of **interest** to a potential **buyer** (Figure 4). Figure 10 provides an example of a **home page** 22 and representative top-level **categorical** descriptors 422.

The service ultimately provides access to thousands of **categorical** descriptors that may be provided by hundreds of thousands of businesses. The **categorical** descriptors 422, 442, 462 (Figure 4) are organized in a **hierarchical** structure 400, with each level of subcategories 442, 462 representing a more specific subset of **categories** 422, 442, 462 from the previous level.

invention.

As most clearly shown in Figures 3 ) and 4, the adaptive hierarchical descriptor structure 400 extends from its trunk 420 to **provide** a plurality of limbs 440. The limbs 440 each include one or more secondary-level...

7/3K/80 (Item 70 from file: 349) [Links](#)

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00773207

**SPEECH-ENABLED INFORMATION PROCESSING**

TRAITEMENT D'INFORMATIONS ACTIONNE PAR LA VOIX

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

- **MIRABITO A Jason**  
Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C., One Financial Center, Boston, MA 02111;  
US;

	Country	Number	Kind	Date
Patent	WO	200106741	A1	20010125
Application	WO	2000US19755		20000720
Priorities	US	99144609		19990720
	US	2000549509		20000414

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 19056

**Detailed Description:**

...home page" containing some information and links to other web pages of the website that **provide** more information and/or services. Web pages of various companies allow users to obtain company...  
...directory, current news about the company, and products/services available to the user. The web **pages** can be navigated using a web browser, typically with navigation tools such as "back,"  
"forward ...potential savings in processing costs.

Transaction processing applications may also include e-commerce or purchase **transactions**.  
Consequently embodiments of the invention may provide a speechbased gateway to a general-purpose **transaction** processing system for carrying out commercial **transactions**, through an online commerce system or a conventional backoffice commerce system.

**Transaction** processing may also include interactive dialogues for enabling a caller to register for events. The... ..to provide a convenient interface and presentation layer for the same information retrieval functions or **transactions** carried out by the web server.

Accordingly, an enterprise can leverage its web investment. Functions... ..enables an operator to set up a new application that provides different information retrieval and **transaction** processing functions.

Accordingly, embodiments are disclosed that improve telephone answering, leverage a company's investment... ..wide web and provide a cornerstone or gateway for a variety of information retrieval and **transaction** processing functions.

Embodiments of the invention provide an interactive speech system following a webbased model...  
...system. Embodiments of the invention thus allow callers to be routed to employees of a **selected** company by name and/or department, and provide access to company information and **transactions** with website-like organization, terms, and commands. Embodiments of the invention are implemented using software...turn-key product and with only minor modifications, and configure the product to meet the **customer's needs**. As embodiments of the invention provide web-site-like functionality in an IVR system, embodiments... ..including a SpeechSite<sup>TM</sup>IVR interface. Within the SpeechSite<sup>TM</sup> IVR system, speech pages, that are analogous to **web pages**, provide information and/or services, with different speech pages providing different groups or **categories** of information and/or services similar to information and/or services commonly provided by websites... ..of the purchasing company. Entities other than companies, however, are acceptable.

## STRUCTURAL CONFIGURATION

### Overall System

Referring to FIG. 1, an interactive speech system 10 includes a user/caller 12, a Public...

7/3K/81 (Item 71 from file: 349) [Links](#)

PCT FULLTEXT

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00769460

**WEB-BASED INFOMEDIARY FOR INTELLECTUAL PROPERTY TRANSFER**

INFOMEDIAIRE WEB DESTINE AU TRANSFERT DE DROITS DE PROPRIETE  
INTELLECTUELLE

**Patent Applicant/Patent Assignee:**

- **SEEKIP COM**; 5831 Cedar Lake Road, Minneapolis, MN 55416  
US; US(Residence); US(Nationality)  
(For all designated states except: US)
- **SIEFFERT Kent J**; 8894 Pheasant Run Road, Woodbury, MN 55125  
US; US(Residence); US(Nationality)  
(Designated only for: US)
- **LUNDBERG Steven W**; 4611 Wooddale Drive, Edina, MN 55125  
US; US(Residence); US(Nationality)  
(Designated only for: US)

**Patent Applicant/Inventor:**

- **SIEFFERT Kent J**  
8894 Pheasant Run Road, Woodbury, MN 55125; US; US(Residence); US(Nationality);  
(Designated only for: US)
- **LUNDBERG Steven W**  
4611 Wooddale Drive, Edina, MN 55125; US; US(Residence); US(Nationality); (Designated  
only for: US)

**Legal Representative:**

- **VIKSNINS Ann S(agent)**  
Schwegman, Lundberg, Woessner & Kluth, P.O. Box 2938, Minneapolis, MN 55402; US;

	Country	Number	Kind	Date
Patent	WO	200102987	A2	20010111
Application	WO	2000US18372		20000630
Priorities	US	99346063		19990701
	US	99346064		19990701

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 13938

### Detailed Description:

...is entitled "IP EXCHANGE." Upon access to web server 22, the network user may be **presented** with links to a **web page** for submission of a transfer item by an ip seller, or for access to pending ...  
...3, when a user desires access to pending transfer items, web server 22 generates a **web page** that offers the user a choice of different **categories** of intellectual property. Agreement categories may be subsumed within the particular intellectual property categories to... ..vary according to the user's access profile, which may exclude certain categories. Some ip **buyers** may have no **interest** in mask work rights, for example, while others may have no desire to review trademark-related transfer items. The category titles are represented as hypertext links to other **web pages**.

Upon selection of one of the hypertext links, the user is presented with another **web page** devoted to the pertinent category. In the example of FIG. 3, the arrow designates user selection of the Patent **category**. FIG. 4 is a diagram of a **web page** illustrating **categorization** of the patent area into either technology areas, e.g., electrical and computer, chemical, biotech... ..selection of the data storage category.

1 8

FIG. 5 is a diagram of a **web page** illustrating patent rights proposed for transfer in the data storage technology area. In the... ..be provided on the initial web page illustrated by FIG. 5. Such information may be **provided**, however, via hypertext links to other web pages. To obtain further information concerning item 1...

7/3K/82 (Item 72 from file: 349) [Links](#)

PCT FULLTEXT

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00764615

**METHOD IN AN INFORMATION SERVICE FOR A MOBILE PHONE**

PROCEDE APPLIQUE DANS UN SERVICE D'INFORMATION ET CONCERNANT UN  
TELEPHONE MOBILE

### Patent Applicant/Patent Assignee:

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(For all designated states except: US)
- **ISOTALO Lauri**; Kauppakartanonkatu 15 B 19, FIN-00930 Helsinki  
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(Designated only for: US)

### Patent Applicant/Inventor:

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**Legal Representative:**

• **SEPPÖ LAINE OY**

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	Country	Number	Kind	Date
Patent	WO	200078068	A1	20001221
Application	WO	2000FI528		20000612
Priorities	FI	991352		19990611

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: Finnish

Fulltext word count: 7550

**Detailed Description:**

...whereby a mobile terminal subscriber may replace the tedious task of sending a standard-format **request** from his mobile terminal by a **selection** of the 15 desired service from his graphic user interface. By virtue of the... that are based on information bulletins distributed at regular intervals as SMS-type transmissions. The **selection** of these services cover a wide spectrum of different areas of **interest** wherefrom the **customer** can **choose** his favorite one(s). In addition to the standard scheduled bulletins, special announcements can be... important news emerge within the scope of the service. Such areas of interest may be **categorized** as, e.g., news, business news, sports news or weather forecasts.

In the art are... ninal according to predetermined personalized user profile. These kinds of methods are described in patent **publications** WO 98/51097 and WO 97/41654. In the method disclosed in patent publication WO... s mobile terminal. The scope of patent publication WO 98/51097 covers a more general **selection** of different services that can be implemented over a communications connection established between a mobile terminal and a service **provider**.

A problem hampering the prior-art technologies in the viewpoint of the mobile terminal subscriber...

7/3K/83 (Item 73 from file: 349) [Links](#)

PCT FULLTEXT

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00761460

**METHOD AND APPARATUS FOR REDIRECTING USERS FROM VIRTUAL LOCATIONS ON THE WORLD WIDE WEB TO OTHER ASSOCIATED WEB LOCATIONS**

PROCEDE ET APPAREIL REDIRIGEANT LES USAGERS DE SITES VIRTUELS DU WEB MONDIAL VERS D'AUTRES SITES ASSOCIES DU WEB

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200074335	A2-A3	20001207
Application	WO	2000US14844		20000526
Priorities	US	99137133		19990528

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

Publication Language: English

Filing Language: English

Fulltext word count: 7403

**Detailed Description:**

...three-dimensional representation of a URL database maintained within each the Web servers of the present invention.

FIG. 4 represents exemplary portions of several records included within an exemplary slab of...  
...URLs by various search engines.

FIG. 6 provides an illustrative representation of a Dynamic Web Page created by a Web server on

the basis of a default record within a URL... 8 is a flowchart representative of a process for identifying Designated URLs likely to be **ranked** highly by search engines in response to specified user queries.

FIG. 9 is a flowchart representative of a process for identifying Designated URLs contained within various **categories of interest** to potential **purchasers** of hits on Designated URLs.

#### DETAILED DESCRIPTION OF THE INVENTION

The system of the present invention enhances the likelihood that one or more of URLs within a predefined group will **rank** highly in the results produced by search engines in response to various user queries. This is partially effected by **selecting** the content of the **Web pages** associated with the predefined group of URLs ("Designated URLs") on the basis of the indexing... detail below, each of the Designated URLs has associated therewith a set of dynamically-generated **Web pages** ("Dynamic **Web Page**"). Each such Dynamic **Web Page** is constructed based upon the nature of the indexing algorithm employed by a particular search... ("Redirecting Site") maintained by a host redirecting server.

When one of the Designated URLs is **selected** from the results produced by a search 4.

engine in response to a user query...being redirected to the Web site of a prior purchaser will not necessarily render the **Designated** URL unavailable. Rather, in certain implementations the Redirecting Site will allow purchase of a set... 9 is a flowchart representative of a process for identifying Designated URLs contained within various **categories of interest** to potential **purchasers** of hits on Designated URLs. This process is initiated by selecting a **category** search operation from the **home page** of the Redirecting Site (step 350). A **category** is selected (step 352) and is passed to ...200. In a preferred implementation each record 208 within the URL database 200 includes a **Category** field for indicating to which predefined **category** the Designated URL has been assigned. All Designated URLs within the selected **category** are identified (step 354), and are then selected and alphabetically sorted (step 356). The Designated URLs are then **displayed** via the Redirecting Site in "clickable" form to the potential purchaser (step 358).

The potential purchaser may then select (e.g., via "clicking") any of the **displayed** Designated URLs of interest. If a **displayed** Designated URL is so **selected**, it is determined whether hits on the Designated URL are available for purchase (step 360). If a **displayed** Designated URL is selected and is determined to be available, the potential purchaser is informed... is directed back to the home page of the Redirecting Site (step 370). If the **offer** terms are accepted, a registration process is initiated (step 372).

1 0 Although the above...

7/3K/84 (Item 74 from file: 349) Links

PCT FULLTEXT

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00761431

**A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PROVIDING**



**COMMERCE-RELATED WEB APPLICATION SERVICES**  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE DE  
SERVICES D'APPLICATION DANS LE WEB LIES AU COMMERCE

**Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200073957	A2-A3	20001207
Application	WO	2000US14420		20000525
Priorities	US	99321492		19990527

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 150171

**Detailed Description:**

...Application sharing may be combined with audio conference.

Process Management (1006)

Process Management may be **categorized** into two areas.

Simple process integration 148, which concerns the simple integration of a 1... ..tools is to enforce the correct sequencing of tasks and tools. Task integration must be **provided** in accordance with the methodology and should **provide** direct support for the methodology. Effective task integration therefore reduces the need to consult the... ..can be supported within an integrated development environment tool by a menu with the following **choices**.

Generate module template  
Generate windows and dialogs  
Edit code  
Compile  
Link  
Edit test plan  
Generate...

7/3K/85 (Item 75 from file: 349) [Links](#)

PCT FULLTEXT

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00761427

**INTELLIGENT AGENT PARALLEL SEARCH AND COMPARISON ENGINE**

**MOTEUR DE RECHERCHE ET DE COMPARAISON PARALLELES A AGENT INTELLIGENT**

**Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200073942	A2-A3	20001207
Application	WO	2000US14769		20000526

Priorities	US	99137136	19990527
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**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 19096

**Detailed Description:**

...balances the system, and starts and restarts each process as necessary.

1)5

The invention **provides** a set of public, user services 20 (Figure 2), as well as a very comprehensive... ..services offered. Member services constitute value-added features beyond the consumer services, when the consumer **chooses** to register. Merchant services **provide** features for people or companies that represent possible information resources upon which the **provided** services may be based. The invention is described herein with reference to exemplary implementations.

the... ..for searching mortgage rates, where a consumer may quickly and easily fill out a form **specifying** parameters of the type of loan they are looking for, and the second a real estate web site, where potential **buyers** may locate properties of **interest**. The search and comparison engine sends out one or more agent applications to search a... ..so that an assortment of loans meeting the user's criteria may be located and **displayed** them in **ranked** format.

Thus, the user is able to quickly and easily locate a group of lenders...

7/3K/86 (Item 76 from file: 349) [Links](#)

PCT FULLTEXT

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00757400

**A METHOD AND SYSTEM FOR USER COMMUNICATION THROUGH INTERNET  
NOTES  
PROCEDE ET SYSTEME DE COMMUNICATION UTILISATEUR PAR NOTES INTERNET**

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	Country	Number	Kind	Date
Patent	WO	200070807	A2-A3	20001123
Application	WO	2000IL260		20000507
Priorities	US	99312419		19990514

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; SD; SL; SZ; TZ; UG;  
ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English  
Filing Language: English  
Fulltext word count: 17439

**Detailed Description:**

...flowchart of a method for reading notes. in accordance with a preferred embodiment of the **present** invention. The flowchart is divided into three columns. The leftmost column HICILICICS steps performed by ... browser. At step 215 the client COMPLter extracts the URL of the web page being **displayed** by the web browser, in order to identify the current **web page** being viewed by the user. At step 220 the client computer sends the URL and... upon the user information. At step 2' )O the server computer sends note statistical information **classified** by type of note and by user **interest** group.

At step 2135 the **client** computer **displays** the note statistical information. At step 240 the user, while viewing the note statistical information, selects a type or a 1 5 user **interest** group. At step 245 the **client** computer requests header information for notes of the selected type or from the selected user... database for the requested header information. At step 2515 the server computer sends the **requested** header information to the client computer.

At step 260 the client computer sorts and **displays** the header information. At step 265 the user, while viewing the header information, **selects** a specific note header. At step 270 the client computer **requests** the note message body corresponding to the **selected** note header. At step 275 the server computer queries the note database for the **requested** note message body. At step 280 the server computer sends the **requested** note message body to the client computer. At step 285 the client computer displays the...

7/3K/87 (Item 77 from file: 349) Links

PCT FULLTEXT

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00757136

**METHODS AND APPARATUS FOR MANAGING INFORMATION RELATING TO  
SUBJECT MATTER OF COMMERCIAL TRANSACTIONS**

PROCEDES ET APPAREIL POUR GERER DES INFORMATIONS RELATIVES AU DOMAINE  
DES TRANSACTIONS COMMERCIALES

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200070524	A1	20001123
Application	WO	2000US13885		20000518
Priorities	US	99313829		19990518

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;  
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 28297

**Detailed Description:**

...a news story creates a clear association between the two, there are other ways to **indicate** such an association, and this association can even be implicit from context or proximity.

Referring... ...panel displays the text of the news or research item that was selected when the **interested client** window was selected. The bottom panel **displays** a view type drop-down list control 96 and view selection drop-down list control 98 that select the **clients** listed in a list of **interested clients displayed** in the bottom panel. The view type drop-down list allows the user to select search **categories** for **interested clients** and the view selection drop-down list control allows

the user to select specific values for the selected **category**. For example, the user may search by equities covered in the story, or he or region, and sector. The list of **interested clients displayed** in the bottom panel can be customized in much the same way as can the ... Referring to Fig. 5, the client snapshot page CN I can be reached through the **interested clients** window 92, by actuating the contact control 36 on the navigation bar 24 with... 104. A top section of the first panel is a contact data section 106, which **presents** contact information for the client, such as telephone numbers, fax numbers, addresses, e-mail addresses...opnjoui sloiluoo uoilruilsop c)ql -slailuoo  
S880/00Sfi/13d VZSOLIOO Om  
restricted to certain users.

**Referring** to Fig. 16, interest profiles drive how news and information is **displayed** in news and research panels. The home news and research page H02 and the client ... include the United States as a country and both computers and information technology as sectors.

**Referring** also to Fig. 17, to set up a **client interest** profile, the user can **select** the [edit interests] link in the **client news and research** page CN3. This causes the system to **display** an edit interests page. This page includes a series of drop-down list boxes for each of the region, country, and sector **categories** 252, 254, 256. Next to the list boxes is an interest profile text box to which the user can add or remove any combination of **categories** for the user.

**Referring** to Fig. 18, alerts allow users to track market events such as price and volume...Movers  
Ticker Symbol (goes to equity snapshot)  
News and Research  
Charts  
Clients Interested  
Filter item **display** according to Exchange and Activity level  
(52 week high, low, gainers, and losers)  
News Browser... Research detail  
Ticker symbol  
Clients Interested  
Add Broker Note  
Filter item display according to news **category**, time period,  
and Document Type.

Est/Rec Monitor Ticker Symbol (goes to equity snapshot)  
News... Filter item display according to Internal/Consensus, Region,  
Sector, Country, and Recommendation  
Indices Filter item **display** according Primary Indices or specific  
Countries.

Rates **Display** screen only  
Currencies **Display** screen only.

36  
Equity area Navigation path  
Snapshot  
News/Research detail  
Ticker symbol  
**Clients Interested**

Competitor Ticker Symbol (goes to equity snapshot)

Quotes/Charts

News Browser

Company Profile

Recommendations

Interested... ..moving averages, Comparative  
between specific index and company.

News & Research News/Research detail

Ticker symbol

**Clients Interested**

Add Broker Note

Filter item **display** according to news **category**, time  
period, and Document Type.

Earnings/ **Clients Interested**

Recommendations Select to **display** Earnings or Recommendations

Financials **Display** only.

Holders Customize Layout

Select My Contacts or Technimetrics Contacts

Contact-Specific area

Competitor Ticker... ..Block Trades Trade Detail

Company Profiles Competitor Ticker Symbol (goes to equity snapshot)

News, Charts, **Clients Interested**

Company web site page link

37

Admin area Navigation path

User Groups Add User Group...

7/3K/88 (Item 78 from file: 349) [Links](#)

PCT FULLTEXT

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00747094

**SYSTEM AND METHOD OF USING MACHINE-READABLE OR HUMAN-READABLE  
LINKAGE CODES FOR ACCESSING NETWORKED DATA RESOURCES**

**SYSTEME ET PROCEDE D'UTILISATION DE CODES DE LIAISON LISIBLES PAR  
MACHINE OU PAR L'HOMME POUR ACCEDER A DES RESSOURCES DE DONNEES SUR  
RESEAUX**

**Patent Applicant/Patent Assignee:**

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**Legal Representative:**

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	Country	Number	Kind	Date
Patent	WO	200060484	A1	20001012
Application	WO	2000US9007		20000405
Priorities	US	99127779		19990405

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; SD; SL; SZ; TZ; UG;  
ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 16517

**Detailed Description:**

...for the customer.

44

**SUBSTITUTE SHEET (RULE 26)**

The linkage code symbols 10 of the **present** invention may be applied to print materials or products, or to a specific page on... ..the linkage system, advertisers and publishers may target both print and Internet readers' interests by **selecting** a data element or combinations of data elements from a list of eligible elements thought to profile interests, specifying data element values or combinations thereof that prompt delivery of a **Web page** which contains content tailored to those **interests**.

**Customers** match data element values with **Web page** information (URLs) using the linkage system information server user interface. The linkage system service providers realize revenue from hits priced according to **categories** of data **selected**.

### Objective of Profiled Routing.

With profiled routing the system enables advertisers and publishers to speak more familiarly with their customers by **selecting** and delivering Web content tailored to their interests. By so doing, the linkage system adds... ..customers that substantiates a business model charging a premium for such services.

Publishers often solicit **customers' interests** directly via reader response cards and other direct solicitations of **customer interest** and preference. In the present invention, interests may be inferred from information submitted voluntarily during client registration. Interests may be **specified** using a combination of directly expressed customer interest, inferred interests from the client registration, and... ..by using profiled routing to deliver more highly qualified prospects for products or promotions. The **present** system may be offered to both "with" and "without" profiled routing. A "per hit" charge....

7/3K/89 (Item 79 from file: 349) **Links**

PCT FULLTEXT

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00737983

### **METHODS AND APPARATUSES FOR ELECTRONIC BIDDING SYSTEMS**

PROCEDES ET APPAREILS DESTINES A DES SYSTEMES ELECTRONIQUES D'OFFRES

#### **Patent Applicant/Patent Assignee:**

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	Country	Number	Kind	Date
Patent	WO	200050970	A2-A3	20000831
Application	WO	2000US4814		20000224
Priorities	US	99121458		19990224
	US	99410490		19990930
	US	99409836		19990930
	US	99158582		19991007
	US	99161789		19991027

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GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; SD; SL; SZ; TZ; UG;  
ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 32072

### Detailed Description:

...intermediary server 12 by entering a user name and a password on the browser in **order** to access information. Figure 9A illustrates an exemplary screen snapshot of an exemplary login page **displayed** at buyer clients 14.

Product **selector** module 113 manages product database 103. According to one embodiment, product **selector** 113 lists products and/or services by one or more criteria, such as **category**, description, related vendor, **interested buyers**, etc. Users at **buyer clients** 14 may record their qualified list of vendors by products or services based on their...

7/3K/90 (Item 80 from file: 349) [Links](#)

PCT FULLTEXT

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00733736

**MODULAR SYSTEM AND METHOD FOR PROCESSING TRANSACTIONS**  
**SYSTEME MODULAIRE ET PROCEDE DE TRAITEMENT DE TRANSACTIONS**

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	Country	Number	Kind	Date
Patent	WO	200046723	A2	20000810
Application	WO	2000US2933		20000203
Priorities	US	99118493		19990203
	US	2000496530		20000202

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; SD; SL; SZ; TZ; UG;  
ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 17617

**Detailed Description:**

...instances, which are used by a control component, or control commands to execute various functions **provided** by the other system components. The business action can be provided in the form of... ...specific web document residin on a web server. In

I 0 response to the **request** for the **specified** web document, the web server submits the corresponding markup language page (which defines the appropriate... ..The controller parses the calls or commands to the system components or function in the **order specified** to complete the business action. When the business action is complete, a **presentation** component or function transmits the appropriate **web page** to 1 5 the web server to be delivered to the customer.

Each of the... ..In addition, the invention further contemplates having the system developer assign or associate a customer **category** or rating with every piece of content and every product and service item available, such... ..viewed by a c  
to target products and services that are more suited to the **customer's needs**. Thus, every time a **customer requests** a s ific **web page**, the system can update the customer's  
t peci  
profile as a function of the **category** or rating for the content of the page **requested**.

In addition, the system can further include predefined auditing and monitoring functions that relate to...

7/3K/91 (Item 81 from file: 349) [Links](#)

PCT FULLTEXT

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00733733

**TARGETING AND PROFILING PARTICIPANTS IN A MODULAR SYSTEM AND  
METHOD FOR PROCESSING TRANSACTIONS**

CIBLAGE ET PROFILAGE DE PARTICIPANTS DANS UN SYSTEME MODULAIRE ET  
PROCEDE PERMETTANT DE TRAITER DES TRANSACTIONS

**Patent Applicant/Patent Assignee:**

- **ONESOFT CORPORATION**; Suite 250, 7010 Little River Turnpike, Annandale, VA 22003-9998  
US; US(Residence); US(Nationality)

**Legal Representative:**

- **MIRABITO Jason A(agent)**  
Mintz Levin Cohn Ferris Glovsky and Popeo PC, One Financial Center, Boston, MA 02111; US;

	Country	Number	Kind	Date
Patent	WO	200046720	A2	20000810
Application	WO	2000US2922		20000203
Priorities	US	99118493		19990203
	US	2000496902		20000202

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;  
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;  
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; SD; SL; SZ; TZ; UG;  
ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English

Filing Language: English

Fulltext word count: 15971

**Detailed Description:**

...or instances, which are used by a other system components. The business action can be **provided** in the form of one or more markup language pages, each including one or more... ..access to a specific web document residing on a web server. In response to the **request** for the **specified** web document, the web server submits the corresponding markup language page (which defines the appropriate... ..The controller parses the calls or commands to the system components or function in the **order specified** to complete the business action. When the business action I 0 is complete, a **presentation** component or function transmits the appropriate **web page** to the web server to be delivered to the customer.

Each of the system components... ..In addition, the invention further contemplates having the system developer assign or associate a customer **category** or rating with every piece of content and every product and service item available, such... ..to allow the system to target products and services that are more suited to the **customer's needs**. Thus, every time a **customer requests** a specific **web page**, the system can update the customer's profile as a function of the **category** or rating for the content of the page **requested** .

functions that relate to the financial status of the transactional processing system. The system can...

7/3K/92 (Item 82 from file: 349) [Links](#)

PCT FULLTEXT

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00579220

**SYSTEM AND METHOD FOR TRANSACTION ENABLED ADVERTISING**  
**SYSTEME ET PROCEDE DE PUBLICITE PERMETTANT UNE TRANSACTION**

**Patent Applicant/Patent Assignee:**

• **CYBUY LLC;**

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• **ROBINSON Sandra;**

;;

	Country	Number	Kind	Date
Patent	WO	200042593	A1	20000720
Application	WO	2000US965		20000114
Priorities	US	99115985		19990115

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 26425

**Detailed Description:**

...supply pricing, such as for bulk purchasing, is accommodated.

Modular supply chain data structures are **provided** which enable different 2 5 parts of the supply chain to be replaced by the... ..supply chain partners in various roles for later dynamic selection for the fulfillment of consumer **orders** in the most profitable way possible. Via dynamic multi-sourcing, the system can achieve the... ..enough to discontinue serving an offer if there is insufficient profit.

An integrated offer/inventory/**transaction**/reporting system is also provided 0 for effectively managing the incoming impression **request portfolio**, for leveraging a certain number of impression **requests**, and for deciding on the best way to utilize them. There is also the ability... ..offers. There is integration of the different components to effect creative treatment of a specific **offer** at a specific price linked to a **customer 5 interest category**.

The system also supports extranet reporting available to partners, and also the ability to dynamically, in real-time, remove out-of-stock or unprofitable **offers** from the outgoing **portfolio** of **offers**, which dynamically helps to maximize profits on the **offer portfolio**. Dynamically generated pricing **provides** the ability for the 0 system to dynamically move pricing over time to learn consumer profit/revenue on a particular product.

Payment and disbursement functionality is also **provided** to dynamically calculate income accrued to each party in the supply chain, and to pay...

7/3K/93 (Item 83 from file: 349) [Links](#)

PCT FULLTEXT

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00576362

# **BID MESSAGE PROCESSING FOR REAL-TIME AUCTIONS**

TRAITEMENT DE MESSAGES D'OFFRES POUR VENTES AUX ENCHERES EN TEMPS REEL

**Patent Applicant/Patent Assignee:**

• **LIVEBID.COM;**

;;

	Country	Number	Kind	Date
Patent	WO	200039735	A2	20000706
Application	WO	99US31061		19991228
Priorities	US	98231127		19981230

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 15200

## **Detailed Description:**

...the client to subsequently interact with the OLA.

Figure 6 illustrates the client auction registration **transaction**. In figure 6-8, the user interface screens displayed in the client columns may be... ..and sent to the DLA client program via the Internet. In step 602, the client **requests** an auction list screen from the DLA via input to the user interface **displayed** to the client by the DLA client program. In step 604, auction list information is returned by the

SUBSTITUTE SHEET (RULE 26)

DILA to the client and **displayed** to the client in an auction list screen 606. If there are many upcoming auctions, multiple auction list screens may be **displayed**, or the client may interact with the user interface **displayed** by the DILA client program to navigate through a **hierarchical** list of **categories** for items auctioned in particular auctions in **order** to arrive at a sub-list of auctions of **interest** to the **client**. Alternatively, the **client** may **select** other types of sub-lists of upcoming auctions based an the auction date, type of auction, or other such characteristics.

Each auction listed in the list of auctions **displayed** to the client 606 is associated with a status. Different types of statuses include: (1... ..client has not yet attempted to register for the particular auction; (2) "approved," a status **indicating** that the client has successfully registered for the auction; (3) "denied," a status **indicating** that the client has attempted to register for the auction, but was denied registration for... ..inadequate credit or failure to agree to terms and conditions; and (4) 'waiting,' a status **indicating** that the client attempted to register for the auction and that DLA has yet to...



7/3K/94 (Item 84 from file: 349) [Links](#)

PCT FULLTEXT

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00520691

**TELECOMMUNICATION TRANSMISSION SYSTEM ADAPTED TO PROVIDE A  
PLATFORM FOR AGENT ORIENTED ELECTRONIC MARKET PLACE SERVICES  
SYSTEME DE TRANSMISSION DE TELECOMMUNICATIONS ADAPTE A UN MARCHE  
ELECTRONIQUE**

**Patent Applicant/Patent Assignee:**

• **TELIA AB (publ);**

;;

• **ISAKSSON Lennart;**

;;

• **FIROUZFAR Reza;**

;;

• **HUHTA Anne-Marie;**

;;

	Country	Number	Kind	Date
Patent	WO	9952043	A2	19991014
Application	WO	99SE519		19990331
Priorities	SE	981182		19980403

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 12856

**Detailed Description:**

...attributes for said electronic market place and facilitating self regulation of the system.

The services **provided** by said agent-based electronic market place may include, 0 inter alia, WebButler, AgentFind and... ..agent-based electronic market place. The end user terminals preferably include a computer having a **display** screen and software for accessing the Internet and said agent-based electronic market place, and the scroll-bars are adapted to be **displayed** on the **display** screen of said user's computer.

The WebButler may be adapted to provide the following scroll-bar menus.

Product **Category**, **Buy/Sell**, New or Used, Age, Price, and Type of Product **selected** from a 'Product **Category**' menu.

1 5 The telecommunications transmission system may be adapted to employ userspecified **interests**; match **buyer/seller interests**; and provide a self-converging functionality that enables system users to generate information for scroll-bar menus, and system operators to ensure that product **categories displayed** on said scroll-bar menus are the most frequently used/valuable **categories**.

2 0

The telecommunications transmission system may be adapted to **display**, on the screen of a user's computer, scroll-bar menus for product **categories** /attributes, together with an 'Other Requirements' window, adapted to enable said user to specify product... ..scroll-bar menus to a predefined number of product categories and product attributes; automatically and **selectively** removing, from said scroll-bar 3 0 menus, those product categories and/or attributes that...of services include, inter alia, WebButler, AgentFind and MerchantAssist services, based on buy/sell interests **specified** by buyers and merchants, by said WebButler and said MerchantAssist services carrying specifications of interest... ..agent-based electronic market place, by said end user terminals including a computer having a **display** screen and software for accessing the Internet and said agent-based electronic market place, and by said scroll-bars being **displayed** on the **display** screen of said 3 0 user's computer. The method may be further characterised by said WebButler providing the following scroll-bar menus: Product **Category**, **Buy/Sell**, New or Used, Age, Price, and Type of Product **selected** from a 'Product **Category**' menu.

The method may be characterised by the steps of employing user-specified **interests**; matching **buyer/seller interests**; and providing a self-converging functionality that enables system users to generate information for scroll-bar menus, and system operators to ensure that product **categories displayed** on said scroll-bar menus are the most frequently used/valuable **categories**.

The method may be characterised by the steps of **displaying**, on the screen of a user's computer, scroll-bar menus for product **categories**/attributes, together with an 'Other Requirements' window; said user using said scroll-bar menus to... ..scroll-bar menus to a predefined number of product categories and product attributes; automatically and **selectively** removing, from said scroll-bar menus, those product categories and/or attributes that are least...

#### **Claims:**

...system.

2 A telecommunications transmission system, as claimed in claim 1, characterised in that services **provided** by said agent-based electronic market place include, inter alia, WebButler, AgentFind and MerchantAssist services... ..based electronic market place, in that said end user terminals include a computer having a **display** screen and software for accessing the Internet and said agent-based electronic market place, and in that said scroll-bars are adapted to be **displayed** on the **display** screen of said user's computer.

4 A telecommunications transmission system, as claimed in claim... characterised in that said WebButler is adapted to provide the following scroll-bar menus:

Product **Category**;RECTIFIED SHEET (RULE 91)ISA/EPBuy/Sell;New or Used;Age;Price; andType of Product **selected** from a 'Product **Category**' menu.

5 A telecommunications transmission system, as claimed in claim 3, or claim 4, characterised in that said system is adapted to:employ user-specified **interests**;1 5match **buyer/seller interests**; andprovide a self-converging functionality that enables:system users' to generate information for scroll-bar menus; andsystem operators to ensure that product **categories displayed** on saidscroll-bar menus are the most frequently used/valuable **categories**.

6 A telecommunications transmission system, as claimed in claim 4, or claim 5, characterised in that said system is adapted to **display**, on the screen of a user's computer, scroll-bar menus for product **categories/attributes**, together with an 'Other Requirements' window, adapted to enable said user to **specify** product attributes, not included in said scroll-bar menus.

3 0

7 A telecommunications transmission...of services include, inter alia, WebButler, AgentFind and MerchantAssist services, based on buy/sell interests **specified** by buyers and merchants, by said WebButler and said MerchantAssist services carrying specifications of interest... agent-based electronic market place, by said end user terminals including a computer having a **display** screen and software for accessing the Internet and said agent-based electronic market place, and by said scroll-bars being **displayed** on the **display** screen of said user's computer.

29 A method, as claimed in claim 28, characterised by said WebButler providing the following scroll-bar menus:Product **Category**;Buy/Sell;New or Used;RECTIFIED SHEET (RULE 91)ISA/EPAge;Price; andType of Product **selected** from a 'Product **Category**' menu.

30 A method, as claimed in claim 28, or claim 29, characterised by the steps of: employing user-specified **interests**;matching **buyer/seller interests**; andproviding a self-converging functionality that enables:system users to generate information for scroll-bar menus; andsystem operators to ensure that product **categories displayed** on saidscroll-bar menus are the most frequently used/valuable **categories**.

31 A method, as claimed in claim 29, or claim 30, characterised by the steps of: - **displaying**, on the screen of a user's computer, scroll-bar menus for product **categories/attributes**, together with an 'Other Requirements' window;2 5 - said user using said scroll-bar menus to **specify** product attributes, not included in said scroll-bar menus.

32 A method, as claimed in...

7/3K/95 (Item 85 from file: 349) [Links](#)

PCT FULLTEXT

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00511590

**COMPONENT BASED OBJECT-RELATIONAL DATABASE INFRASTRUCTURE AND  
USER INTERFACE**

INFRASTRUCTURE DE BASE DE DONNEES RELATIONNELLES D'OBJETS FONDEE SUR  
DES COMPOSANTS ET INTERFACE UTILISATEUR CORRESPONDANT

**Patent Applicant/Patent Assignee:**

• **RIBITZKY Ron;**

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	Country	Number	Kind	Date
Patent	WO	9942942	A1	19990826
Application	WO	99US3801		19990222
Priorities	US	9875570		19980223

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 10673

**Detailed Description:**

...illustrates the invention of the usercentric visual interface which interactively guides the user through the **selection** process.

5 At this point, illustrated by the process flow chart 600 of FIG. 6... ...the operator knows which of these clients is the correct one, that client may be **selected** by double clicking on the client name, or **selecting** and hitting the ENTER button or clicking the OK button. In one embodiment of the system, the profile is **selected** by right clicking on the last name of the listed client to bring up a ... ..client, and the like. In addition, a user may bring up multiple profile boxes before **selecting** one as the **client of interest**.

The **client** having been identified, a client object representing the **selected** client is instantiated and an object box having the client object's name is **displayed** over the CLIENT graphic of FIG. 4. The user may then drag and drop the client identification on any of the other four **displayed** component boxes to access data through organized **relational** queries for the client **PROBLEMS**, system **ENCOUNTERS**, **PROVIDERS** and **SERVICES provided** with regard to that particular client object. When, as illustrated in the process flow chart...

7/3K/96 (Item 86 from file: 349) **Links**

PCT FULLTEXT

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00482062

**DATA STORAGE AND RETRIEVAL**

STOCKAGE ET RECUPERATION DE DONNEES

**Patent Applicant/Patent Assignee:**

• **CAMBRIDGE CONSULTANTS LIMITED;**

;;

• **MARTIN Sean Christopher;**

;;

• **SHARP David William Nathaniel;**

;;

	Country	Number	Kind	Date
Patent	WO	9913414	A1	19990318
Application	WO	98GB2636		19980902
Priorities	GB	9718905		19970905

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 9465

**Detailed Description:**

...time,  
before sending the index and 'of interest' lists to the user,

As has been **indicated**, the data items stored in the mass storage 21 may relate to any field of... ..placed by individuals. A further alternative is the use of the system as an electronic **catalogue**, from which users may inspect and **order** merchandise to be delivered to the user's location. In one such system, the data items will each relate to an individual product, and the data items may be **classified** generally in 'clothing', 'gardening'.

'sports equipment' sections, as well as having specific descriptors associated with each item. By '-compiling user profiles in the manner described earlier, an electronic **catalogue** retailer will be able to direct to the attention of the purchaser those items or **categories** of items in which the **purchaser** has evinced **interest** in the past,, and may **offer** incentives, for example to prospective purchasers who browse particular items in the **catalogue** several times without placing **orders**. The accumulated ...target promotional materials.

The user profiles of multiple users may be aggregated to identify broad **categories** of users and

their collective preferences. This information is then used to target promotions at... ..if a family of products priced at E1, E2.50, E4 and E5 is **presented in order** of price and the aggregated passive feedback from users **indicates** that a lot of time is spent trying to decide whether to purchase the E2,50 or E4 product, this may be taken as an **indication** that introducing a new product priced at E3 is appropriate,

7/3K/97 (Item 87 from file: 349) [Links](#)

PCT FULLTEXT

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00465723

**DISPLAYING INTERNET CONTENT AND TELEVISION PROGRAMMING**  
**AFFICHAGE DE DONNEES INTERNET ET DE PROGRAMMATION TELEVISUELLE**

**Patent Applicant/Patent Assignee:**

• SONY ELECTRONICS INC;

;;

	Country	Number	Kind	Date
Patent	WO	9856188	A2	19981210
Application	WO	98IB895		19980602
Priorities	US	97867264		19970602
	US	97867266		19970602
	US	97867279		19970602
	US	97867543		19970602
	US	97867613		19970602

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 13167

**Detailed Description:**

...after being reviewed by the service running the POP server, or they can be voluntarily **provided** by the web site hosting the web page itself, or determined through an algorithm parsing... ..capable of monitoring and storing the predetermined genre codes for television programming in order to **select** programs based on past

viewing habits is disclosed in U.S. Patent No. 5,585... reference. These genre codes can be consistent with or convertible to the attributes associated with **web pages** in **order** to provide additional information to the agent to determine areas of **interest** for the **client** user. The **client** processor can store the genre codes associated with previously viewed television programming, and then provide this data to the agent to augment its web browsing data.

The **web pages** are **classified** into the **categories** or topics of the templates **selected** by the client user.

These attributes associated with the **web pages** identify aspects of the subject matter or ...and the documents having associated attributes for classification into the topics of the templates.

Prescreened **web pages** having been given identifying attributes can be classified according to those attributes and forced into...

#### Claims:

...on the display.

112. A method according to claim 111, wherein a rotary wheel menu **selects** between the channels. 113. A method according to claim 111 further comprising passively filtering selected...selected topics of a first set, links of a second set associated with each **selected** topic, and objects associated with each link. 116. A system for alternately displaying internet content... video input and at least one data communication line, and a digital storage medium; a **display** connected to the client, wherein the client is capable of **displaying** video from the video input and data from the digital storage medium on the **display**; and a server connected to the client by the communication line, the server being capable... the client and stored on the digital storage device, the server further having a database **categorizing** a number of SUBSTITUTE SHEET (RULE 26) Wa 98/56188 PCT/IB98/008954 1 documents from the other servers into topics according to pre-**selected** criteria; and wherein the server monitors documents **requested** by the client in **order** to determine the topics of **interest** to the user of the **client**, and the server provides suggestions to the client for additional documents **categorized** into the topics of interest from the other servers. 117. A system for alternately **displaying** internet content and a television program signal on a television screen, the system comprising: a client including a television screen; means for **selecting** between channels separately representing individual television content and individual internet content, wherein when an individual television content channel is **selected**, the client presents television content associated with the **selected** individual television content channel; means for presenting a set of internet links when the internet... and automatically scrolling through and sequentially highlighting each link one at a time; means for **selecting** one of the highlighted internet links; a server capable of establishing a connection with the...

7/3K/98 (Item 88 from file: 349) [Links](#)

PCT FULLTEXT

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00453977

**A SYSTEM AND METHOD FOR ASSOCIATING SERVICES INFORMATION WITH  
SELECTED ELEMENTS OF AN ORGANIZATION**

PROCEDE ET SYSTEME PERMETTANT D'ASSOCIER A DES ELEMENTS CHOISIS D'UNE  
ORGANISATION DES INFORMATIONS SUR LES SERVICES

**Patent Applicant/Patent Assignee:**

• **BELLSOUTH CORPORATION;**

;;

	Country	Number	Kind	Date
Patent	WO	9844441	A1	19981008
Application	WO	98US6123		19980327
Priorities	US	9742211		19970331

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 21649

**Detailed Description:**

...hard

disk drive II 3. The customer may then activate the first embodiment of the **present** invention, which allows the customer to correlate the billing information 202 and 204, representing ... an advantageous function referred to as "drilling" that may be used in connection with screen **displays** of the present invention. With this "drilling" function, a customer may obtain more detailed associations of service information with elements of the organization by **selecting** the element for which detailed correlation of services is of interest. Another advantage of the drilling function is that the additional information obtained through the drilling function may be **displayed** on the same screen **display** as the original organizational **hierarchy** and services list.

In addition, an advantage of the drilling function is that it allows for flexibility in the paths that are **chosen** with respect to obtaining more detailed correlation between elements of the organization and the services list. With the drilling function, the customer does not have to change screen **displays** to obtain further correlation information. The customer may **choose** a path for collecting more detailed information that is more appropriate to the issue of **interest** to the **customer**. Further, in this manner, the customer obtains detailed information with a



minimum number of inputs... ..as key strokes, mouse clicks, activations, etc.

In the first embodiment, the drilling function is **provided** as a tool for the customer's use in connection with a screen display to obtain further information about the electronic bill from the service **provider**.

More particularly, the drilling function is **provided** as a tool for obtaining further information about "WHO/WHAT" issues related to the electronic bill. The "Who" **refers** to an element or elements of the customer's organization. The "What" refers to services...lines, 10 button phones, call forward and PL.

As a further example, assume that a **customer is interested** in obtaining additional information (i.e., drilling) with respect to the business lines ... charged to the exemplary Midtown Branch element 410. The customer could activate the business line **category** in lower-left quadrant C 306 of the Who/What screen **display** 400. If the customer were to do so, lower-right quadrant D 308 then would change to **display** a listing of all of the services from the services list 320 that comprise the Business Line **selected** service, along with the charges for each. If the customer retains the synchronize function, then...

7/3K/99 (Item 89 from file: 349) **Links**

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00443927

**A COMMUNICATION SYSTEM ARCHITECTURE**

**ARCHITECTURE D'UN SYSTEME DE COMMUNICATION**

**Patent Applicant/Patent Assignee:**

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;;

• **EASTEP Guido M;**

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• **LITZENBERGER Paul R;**

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• **OREBAUGH Shannon R;**

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- **ELLIOTT Isaac K;**  
;;
- **STELLE Rick;**  
;;
- **SCHRAGE Bruce;**  
;;
- **BAXTER Craig A;**  
;;
- **ATKINSON Wesley;**  
;;
- **KNOTSMAN Chuck;**  
;;
- **CHEN Bing;**  
;;
- **VANDERSLUIS Kristan;**  
;;

	Country	Number	Kind	Date
Patent	WO	9834391	A2	19980806
Application	WO	98US1868		19980203
Priorities	US	97794555		19970203
	US	97794114		19970203
	US	97794689		19970203
	US	97807130		19970210
	US	97798208		19970210
	US	97795270		19970210
	US	97797964		19970210
	US	97800243		19970210
	US	97798350		19970210
	US	97797445		19970210
	US	97797360		19970210

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English  
Filing Language:  
Fulltext word count: 156226

### Detailed Description:

...defines the terminology associated with the physical network, describes the interactions between various domains and **provides** examples of realizations of the architecture.

#### c) Objectives

The objectives of this model are to.

Create a model for identifying various network platforms;

**Classify** Information Flow;

**e Provide** standard nomenclature;

**Provide** rules for systems deployment; and

Guide future technology **selections**.

#### 2 . Information Flow

One of the key aspects of the intelligent network (IN) is the... ..in the network. By identifying types of information and classifying them, the network serves the **needs** of IN.

**Customers** interact with IN in a series of call flows. Calls may be audio centric (as... ..browser), video-based (as in video-ondemand) or a combination of contents.

Information can be **classified** as follows.

Content;

Signaling; or

\* Data.

Normally, a customer interacting with the intelligent network will...

7/3K/100 (Item 90 from file: 349) [Links](#)

PCT FULLTEXT

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00391508

**AN AUTOMATED COMMUNICATIONS SYSTEM AND METHOD FOR TRANSFERRING  
INFORMATIONS BETWEEN DATABASES IN ORDER TO CONTROL AND PROCESS  
COMMUNICATIONS**

**SYSTEME ET PROCEDE DE COMMUNICATIONS AUTOMATISES POUR LE TRANSFERT  
D'INFORMATIONS ENTRE DES BASES DE DONNEES A DES FINS DE COMMANDE ET DE  
TRAITEMENT DES COMMUNICATIONS**

**Patent Applicant/Patent Assignee:**

• **INTERMIND CORPORATION;**

;;

	Country	Number	Kind	Date
Patent	WO	9732251	A1	19970904
Application	WO	97US3205		19970228
Priorities	US	96609115		19960229
	US	96722314		19960927

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 92326

**Detailed Description:**

...of interest. "Bookmarks" in a web browser program can facilitate subsequent access to a particular **web page** to determine if new information is present. However, if the **web page** referenced by the bookmark is removed, the bookmark is no longer valid. Bookmark polling programs... ..as Smart Bookmarks from First Floor, Inc., can also be used to determine whether a **web page** has changed since the last time the consumer viewed it. In addition, Smart Bookmarks can... ..of the change. However, Smart Bookmarks' capability is limited to single text strings on single **web pages**. Therefore the consumer must locate and bookmark every **Web page** of interest. Smart Bookmarks does not provide a way for the consumer to filter...

7/3K/101 (Item 91 from file: 349) [Links](#)

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00372587

**METHODS AND APPARATUS FOR AUTOMATING CONTACT CLOSURE**

PROCEDES ET APPAREILS PERMETTANT L'AUTOMATISATION DE LA FERMETURE DE CONTACTS

**Patent Applicant/Patent Assignee:**

• **NORTHERN TELECOM LIMITED;**

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	Country	Number	Kind	Date
Patent	WO	9713329	A2	19970410
Application	WO	96CA647		19960926
Priorities	US	955510		19950929

	US	96718747		19960925
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**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 6278

**Detailed Description:**

...and use telephone numbers or other information printed in the ads to contact sellers.

Traditionally, **classified** ads are placed in printed publications like newspapers, magazines or journals. Potential buyers must search... ..interest. This time consuming process must be repeated for each new edition of the printed **publication** which, in the case of newspapers, can be daily. Ads which are repeated in sequential editions of the **publication** must be rescanned in each successive edition of the **publication**, even though the potential buyer has already determined that these ads are not of **interest**. If the **buyer** fails to scan some editions of the **publication**, he may miss ads of potential **interest**.

If the **buyer** delays in scanning some editions of the **publication**, the opportunity to **buy** may have passed before he responds, Ads purchased for an extended run may continue to appear in printed **publications** long after the required item or service has been **bought** or sold.

Responses to obsolete ads waste the time of both buyers and sellers. Moreover, the seller cannot control the timing of calls in response to the ad.

on-line **classified** ads offer some advantages over **classified** ads in printed **publications**. The potential buyer can use automated search techniques to find ads of potential interest. Although... ..classified advertising, and examples of these applications are described below.

one aspect of this invention **provides** a method for automation of contact closure. The method comprises the steps of.

1. automatically...

7/3K/102 (Item 92 from file: 349) [Links](#)

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00350169

**SOFT VENDING MACHINE HAVING CD-ROM STORAGE**

**MACHINE DE VENTE DE LOGICIELS A CD-ROM**

**Patent Applicant/Patent Assignee:**

• LASERVEND INC;

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	Country	Number	Kind	Date
Patent	WO	9632682	A1	19961017
Application	WO	96US5053		19960411
Priorities	US	95122		19950411

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 7560

**Detailed Description:**

...disk drive for writing the software program onto the floppy disk, Typical embodiments of the **present** invention further comprise a magnetic hard disk drive for storing system software and interipm updates... ...ROM, hard disk, dispensing device for floppy disks, the device for writing, the device for **selecting** software to be vended, and the modem are all interfaced to and controlled by the processor.

In operation of the present invention,, a customer **selects** from a menu of menus. The **selected** menu is a menu of software titles available in some **category** of **interest** to the **customer**, The **customer** then **selects** the desired software from this menu.

**selection** is by means of a trackball, which is used to position a cursor on the monitor screen, and a "click" button, A short paragraph of information may be **displayed** about each program to assist the customer's decision, as well as the number of... ...the customer before vending the program, Should the user decide to go ahead with the **transaction**,

that user is prompted to place money sufficient to cover the price of the **selected** software in the bill acceptor, A floppy disk will then be ejected by the diskette...

7/3K/103 (Item 93 from file: 349) [Links](#)

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00304649

**COMPUTERIZED, MULTIMEDIA, NETWORK, REAL TIME, INTERACTIVE  
MARKETING AND TRANSACTIONAL SYSTEM**  
SYSTEME MARKETING ET TRANSACTIONNEL INFORMATISE DE RESEAU,  
MULTIMEDIA EN TEMPS REEL

**Patent Applicant/Patent Assignee:**

• **HONICORP INC;**

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	Country	Number	Kind	Date
Patent	WO	9522800	A1	19950824
Application	WO	95US2078		19950215
Priorities	US	94197863		19940216

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 9128

**Detailed Description:**

...images and data and enter the name and address of a specific customer.

In typical **transactions**, a salesperson and customer sit around the table, discuss the customer's preferences, and review artwork the gallery has to **offer** in the same manner as that sale process is currently conducted, However, as compared to any prior systems, the salesperson has a more efficient method of helping the **customer** focus on particular classifications of **interest**, This is true whether the **customer** is a knowledgeable collector or a novice. The salesperson also has a considerably larger number of possibilities to

**offer** a customer, which enhances his ability to make a sale. The System guides the salesperson to **display**, on the larger monitor, images of artwork from the dealer's own inventory and inventories of member dealers around the world, **categorized** by different criteria.

Based on the customer's **choices**, the salesperson is able to build a **portfolio** of 5 possibilities. The customer can examine details such as texture, condition, and color in...of each image are stored to minimize storage space,

Assuming a client with an existing **portfolio** is **20 selected**, the works are **displayed** on the view monitor 11 of the sale suit 10 in either vignette or large **display** format, (See Fig, 6), These formats and the various options available after the **display** of the artwork are described below in detail. If **display** of an existing 25 client's **portfolio** is not desired, or if the dealer is Table 1

Client Title Artist

Consultant ISANm

Price: 0 Ize H x W K yword.

0 0

Style Medium Subject Color Location **Portfolio**

Similarly, if the **buyer** is **interested** in the of Table 1.

(1) Style, with the following subcategories.

Color field;

cubist;

Expressionist first subcategory of.

Decorative Arts and sub-sub **categories** of.

ceramics;

Furniture;

Glass;

Textiles;

a second subcategory of Drawing and sub-sub **categories** of.

Charcoal;

Ink;

Pastel;

Pencil;

Mixed Media;

a third sub **category** of Painting with sub-sub **categories** of.



Acrylic;  
Gouache;  
Mixed Media;  
oil;  
Tempera;  
Water color;  
a fourth subcategory of Photography with subsub categories of.

Black and White;  
Color;  
Mixed Media;  
Painted Photo;  
a fifth subcategory of Prints with... ..categories of.

Bronze;  
Metal;  
Mixed Media;  
outdoor;  
Stone; a search,  
If artwork is located via **selection** criteria or  
randomly selected, it can preferably be displayed, as  
shown in Figs. 6, 7... ..or nine images to be displayed in this  
format 118-122,  
Multiple images can be **selected** from the  
database after the search, Viewers then have the ability  
to "page" through the...

7/3K/104 (Item 94 from file: 349) [Links](#)

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00242169

**INDIVIDUALIZED PROMOTIONAL PROGRAMMING**

PROGRAMMATION DE PROMOTIONS COMMERCIALES INDIVIDUALISEES

**Patent Applicant/Patent Assignee:**

• **ADVANCED PROMOTION TECHNOLOGIES;**

;;

	Country	Number	Kind	Date
Patent	WO	9316443	A1	19930819
Application	WO	93US1379		19930216
Priorities	US	92767		19920218

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 5888

**Detailed Description:**

...time,, or to reflect changes in preference, by duly noting the character of the products **presented** by the customer for purchase.

At least one input means 62 preferably is provided for... ..from alternatives presented to the customer by the apparatus of the invention, The customer's **selection** provides a further means for classifying the customer with respect to likely interests and likely products of interest, at least at the present time. Preferably, the audiovisual **display** 50 is used to present the alternatives to the customer in the form of available... ..of the product, information as to its cost and explaining any promotional opportunities available. The **display** 50 may prompt the customer to **select** among specific alternatives as shown in Fig. 3. or may invite the customer to enter some form of information which further **classifies** the customer (e.g., responses to questions as to gender, age, status or interests).

The **displayed** program is preferably not limited to promotional information, Entertaining programs can be included as well... ..a range of choices. The customer's choices can provide an information input that further **classifies** the customer as to promotional opportunities and products which the **customer** may find **interesting**. According to a preferred embodiment of the invention the **display** is operable to prompt the customer to **choose** between alternative forms of entertainment that tend to **classify** the customer, such as sports vs, music vs, children's programming, etc. The customer's...controls the scanning and accounting functions of the checkout station, is coupled to the customer **selection** input and includes a memory arranged to store information on the identity of products presented... ..of programs 72, 74 as a display program, based on at least one of the **selection** entered by the customer and the identity of the products, and triggers the audiovisual display to **present** the display program on the audiovisual display from the plurality of programs to the customer, In one embodiment, the audiovisual display 50 is operable to **present** to the customer a subset of the plurality of programs as the alternative selections, The...

7/3K/105 (Item 95 from file: 349) [Links](#)

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00221824

**METHOD AND APPARATUS FOR THE ORDERING FROM REMOTE LOCATIONS**  
**PROCEDE ET APPAREIL SERVANT A PLACER UNE COMMANDE A PARTIR D'UN**  
**ENDROIT ELOIGNE**

**Patent Applicant/Patent Assignee:**

• **BARRUS John;**

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• **HOLLY Krisztina;**

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• **CASSIDY Michael;**

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	Country	Number	Kind	Date
Patent	WO	9219064	A1	19921029
Application	WO	92US3049		19920414
Priorities	US	91843		19910416

**Designated States:** (All protection types applied unless otherwise stated - for applications 2004+)

Publication Language: English

Filing Language:

Fulltext word count: 13543

**Detailed Description:**

...codes could  
be printed beneath each department  
special bar code to allow the customer to  
**order** the special of interest. For  
instance, several bar codes could be  
printed that say "Meat... ..bar codes would add  
the item listed in the special for that  
week to the **order**. Having the bar codes  
placed in this way in the **catalog** would  
alleviate the need for the user  
repeatedly to press the keys of the phone  
and maneuver a complicated specials menu,  
The customer could **indicate** directly what

is wanted, instead of listening to a time-consuming series of descriptions and menus.

Least Often, a **customer** may be more **interested** Expensive a particular item, like flour or sugar, SUBSTITUTE SHEET in a and not have a brand preference. Scanning **Category** this command, followed by a **category** command, like flour, white bread, or butter, would add the least expensive item in that **category** to the list, The name and brand of the item would be spoken back to... ...cancel the item if it is not wanted, It is also possible to encode the **category** in the "Least Expensive" command bar code, so that the command could be 'Least-expensive... ...This would mean that the customer would only have to scan one bar code to **order** a 'least expensive' item in a particular category.

Set-up Where applicable, it is important...